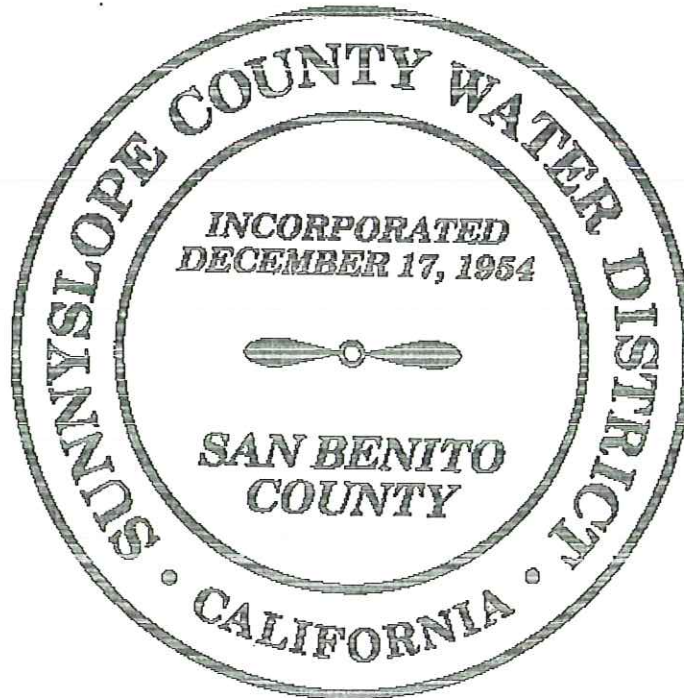


Sunnyslope County Water District
Emergency/Disaster Response Plan
(SEMS-NIMS)
PWS 3510003



Emergency/Disaster Response Plan
SEMS-NIMS

Revision Date:
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May 2005
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Sunnyslope County Water District

Emergency/Disaster Response Plan

(SEMS-NIMS)

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1. Introduction

Objective

To continue minimum service levels and mitigate the public health risks from drinking water contamination that may occur during a disaster or other emergency events and in order to provide reliable water service and minimize public health risks from unsafe drinking water during those events, the Sunnyslope County Water District proposes the following plan that defines how it will respond to emergencies and/or disasters that are likely to affect its operation.

Disasters/emergencies that are likely to occur in the water system's service area that are addressed are: earthquake, major fire emergencies, water outages due to loss of power, localized flooding, water contamination, and acts of sabotage.

2. Planning Group Partners

Sunnyslope County Water District has established emergency planning partnerships with other parties who have agreed to help the utility in an emergency situation. A list of these agencies and brief description of their emergency capabilities is provided in section "SSCWD Telephone List"

3. Water System Information

System Identification Number	PWS 3510003	
System name and address	Sunnyslope County Water District 3570 Airline Highway Hollister CA 95023	
Connections/Population Served	5,300 service connections	16,713 population
Type of Source	5 Groundwater Wells	1 Surface Water Treatment Plant
Type of Treatment Provided	Disinfection treatment is provided using Sodium Hypochlorite 12.5% at Wells and LESSALT Surface Water Treatment Plant in addition adds Sodium Hydroxide 25% (Caustic Soda) for pH control.	
Number of Storage Tanks	4 Treated Water Tanks totaling 6,000,000 gallons	

Emergency Water Supply

Average Water Demand	2.7 mgd	
Max Water Demand	5.0 mgd	
Max Water Production	6.3 mgd	
Max Emergency Electrical Generator Water Supply Capacity	SSCWD Supply 6.3 mgd	City of Hollister Supply 0.9 mgd
Days of Emergency Supply	Unlimited at Average Demand	Unlimited at Max Demand

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Typical residential water usage in the United States is on the order of 300 to 500 gallons per residence per day, or 100 to 150 gallons per capita per day. Although these amounts can typically be significantly reduced during crisis situations, Sunnyslope County Water District has found it useful to develop an estimate for the quantity of supplemental water required for a number of potential outage scenarios. These estimates are as follows:

Outage Period	Number of Customers (service connections) Affected	Quantity of water needed
1 hour	5300 connections	110,416 gph
12 hours	5300 connections	1,324,999 g/12hr
1 day	5300 connections	2,650,000 gpd
2 days	5300 connections	5,300,000 g/2days
1 week	5300 connections	18,550,000 gpw

CITY OF HOLLISTER/SUNNYSLOPE COUNTY WATER DISTRICT INTER-TIES			
COH/SSCWD Inter-tie Location	Description	Flow Direction	(GPM Range) Actual
Santa Ana & La Baig	Pressure Reduction Valve Water meters & totalizer 2" & 6" Meter	Flow to the COH Only	(0 - 1000 GPM) 250 - 600 GPM
Hillcrest & Memorial Booster Station	Pressure Reduction Valve, 2 Booster Pumps, Water meter & totalizer 8" Mag Meter	Flow to the COH can be pumped to SSCWD	(0 - 1000 GPM) 250 - 600 GPM
Sunnyslope & Memorial	Water meter & totalizer 8" Mag Meter	Flow to the COH can be pumped to SSCWD	(0 - 1000 GPM) 150-250 GPM
Sunset Dr. & Memorial	Water meter & totalizer 8" Mag Meter	Flow to the COH can be pumped to SSCWD	(0 - 1000 GPM) 150-250 GPM
San Benito County Public Works Yard	Pressure Reduction Valves Water meters & totalizers 2" & 6"	Flow to COH Only	(0 - 1000 GPM) 150-250 GPM

The City of Hollister maintains a potable community water system that is capable of supplying water to Sunnyslope County Water District during an emergency.

During Normal operations, the exchange of water is as required by demand and metered through a series of five inter-ties between the City of Hollister and the Sunnyslope County Water Distribution

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Systems. This exchange includes the routine daily transfer of the City of Hollister's share of water from the LESSALT Water Treatment Plant. Additional flows to and from the Sunnyslope Distribution System are based on seasonal water supply demands.

These inter-ties typically involve pressure reduction valves, water meters and a booster pump station at one location with associated appurtenances.

A higher water pressure in the Sunnyslope County Water District Distribution System results in Hollister's share of LESSALT surface water to flow through the Sunnyslope Fairview Pressure Zone primarily through the Santa Ana and Hillcrest Pressure Reducing Valve Inter-ties. Flows can vary from 0 to 1000 GPM but typically are between 400-600 gallons per minute (GPM) range at Santa Ana and 100-300 GPM range at Hillcrest, Sunset and Sunnyslope. Seasonal demands also allow Sunset and Sunnyslope inter-ties to provide LESSALT water to the City.

Water can be transferred into the Sunnyslope system using the City of Hollister's booster pump station at Hillcrest and Memorial Drive or Airline Highway City Well #6 to pump water against the pressure gradient. The demand in the City's sub system west of Memorial Drive is first met then surplus water will flow back to the Sunnyslope system through the Sunset, Sunnyslope and Hillcrest inter-tie connections.

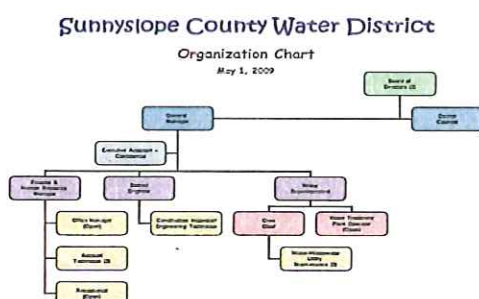
The San Benito County Public Works Inter-tie provides water from the Sunnyslope Ridgemark Water Pressure Zone through a series of pressure reducing valves to the City of Hollister Cienega Pressure Zone. Transfer at this site typically falls within the 0-300 GPM range depending on seasonal demands.

Emergency Area Map

A map of the Sunnyslope County Water District which identifies water well sources, inter-ties with the City of Hollister water distribution system, pressure zones, booster pumps, pressure reducing stations, and District owned wastewater facilities and also establishes emergency response areas. See section “SSCWD Emergency Area Map”.

Designated Responsible Personnel

For designated responsible personnel, chain of command, identified responsibilities, and additional resources see section” SSCWD Employee Phone List.”



Inventory of Resources

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Equipment and system resources that are used for normal operations and available for emergencies; including maps and schematic diagrams of the water system, emergency equipment, equipment suppliers, mutual aid with planning group partners, repair parts and equipment are located at the Sunnyslope County Water District Office 3570 Airline Highway. Additional District equipment and resources available include:

- 💧 Electrical generators
- 💧 Backhoe
- 💧 Air compressors
- 💧 High pressure hydro flushing equipment
- 💧 Utility vehicles equipped with tool, valve turners, lift gate, air compressor.
- 💧 Dump trailers
- 💧 Box Truck containing repair equipment and supplies
- 💧 Welder and cutting torch
- 💧 Cell phones, two way radio communications
- 💧 Shop vacuums
- 💧 Pumps
- 💧 Emergency spill kits
- 💧 Mutual aid with the City of Hollister, San Benito County Water District, San Benito County Public Works

Sunnyslope County Water District has established procedures for equipment maintenance. See Operation and Maintenance Procedures.

4. Standardized Emergency Management System (SEMS/NIMS)

The Standardized Emergency Management System/National Incident Management System (SEMS/NIMS) is the system required by Government Code §8607 (a) for managing response to multi-agency and multi-jurisdiction emergencies in California. The system was created for several purposes. First, it allows rapid and effective coordination at the field level using the Incident Command System (ICS) to manage multi-agency response to an incident. Secondly, SEMS/NIMS create a common management structure at all levels of response, which allows entities to work with common terminology, staffing organizations, and facilities for more efficient interagency coordination. Thirdly, it creates an ordering process for requesting resources from the field through local government, to the County (Operational Area) to the state and eventually the federal government. It also allows each level of organization to track requests and resources that are dispatched to the incident or necessary for support. Local public agencies (cities, counties, special

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districts) must use SEMS/NIMS to be eligible for State funding of certain response-related personnel costs resulting from a disaster. State agencies are required by the law to utilize SEMS/NIMS during emergencies.

NOTE: Depending on the circumstances of the incident, when a request is made by the water system to local first response agencies, such as Fire or Law Enforcement, ICS will be implemented by these first response agencies to manage the resources at the site. Water system personnel that will interface with these response agency personnel, in the field, should understand their role in the ICS structure. Water systems can and will provide tactical and precautionary measures through their Emergency Operations Center or the Water Utility Emergency Response Manager (WUERM). It will be important to coordinate these activities with the field (Incident) through an Agency Representative or Technical Specialist in the ICS structure.

Water System Personnel may function in the ICS structure (Field Level) as an Agency Representative or Technical Specialist.

Five Principle Functions of SEMS/NIMS

Management - In a Water System Emergency Operations Center (EOC), the EOC Director has overall responsibility for all emergency functions. This person may initially be designated as the Water Utility Emergency Response Manager (WUERM) prior to the activation of an EOC. The EOC Director may retain and/or delegate authority for functions listed below.

In the field, under ICS, an Incident Commander or Unified Command is established depending on statutory authorities for the Incident. The Incident Commander's responsibility is the overall management of the incident.

Operations - The Operations Section is responsible for the management of all operations directly applicable to the primary mission established for the response. The Operations Section Chief activates and supervises organization elements in accordance with the Incident Action Plan and directs its execution.

For water utilities, coordinates emergency response activities at the water utility EOC level and implements the priorities established by management or the Incident Command. Operation Section staff include field coordinators, as necessary, linked to water utility personnel at other fixed facilities or assigned to incidents within the water utility. The field coordinator should receive and pass information up the chain of command, as well as, receive and coordinate requests for services and support.

Planning/Intelligence - Oversees the collection, evaluation, verification, and display of current information related to the emergency. This section is also responsible for preparing action plans and maintaining documentation related to the emergency. The information collected is needed to 1) understand current situation 2) predict probable course of the incident events 3) prepare alternative strategies and control operations for the incident.

Logistics - Provides facilities, services, and material in support of the Incident. Oversees the acquisition, storing, and distribution of essential resources and support services needed to

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manage the emergency. It tracks the status of resources. Logistics provides services to all field units in terms of obtaining and meeting their personnel, materials and equipment needs including communications.

Finance/Administration - The Finance/Administration Section is responsible for all financial, administrative and cost analysis aspects of the incident. Finance/Administration prepares vendor contracts, maintains records of expenditures for personnel and equipment, and maintains records and processes claims. It also provides preliminary estimates of damage costs and losses.

General Staff - Each function listed above should have a delegated Chief to manage the Section. Depending on the nature and scope of the emergency, each Section can have several branches, divisions, groups, or units.

Command Staff - These positions report directly to and are directly subordinate to the Incident Commander or EOC Director. They are the Public Information, Liaison and Safety Officers.

Water Utility Emergency Operations Center

Depending on the Magnitude of the Incident, Water Utilities may have to establish an Emergency Operations Center (EOC) to manage its resources and coordinate with outside entities. An EOC is a physical location from which support for centralized emergency management can be performed. The essential functions necessary in the Water Utility EOC are described below:

- ◆ Establish an EOC Director to manage the Operations, Planning/Intelligence, Logistics, Finance/Administration Sections, and related sub-functions.
- ◆ Setting Priorities and developing Action Plans
- ◆ Coordination and support of all field level incident activities within the utility service area.
- ◆ Information gathering, processing, and reporting within the utility service area and to other levels of SEMS/NIMS
- ◆ Coordination with local government, operational areas, or regional EOCs as appropriate.
- ◆ Requesting Resources from higher SEMS/NIMS levels

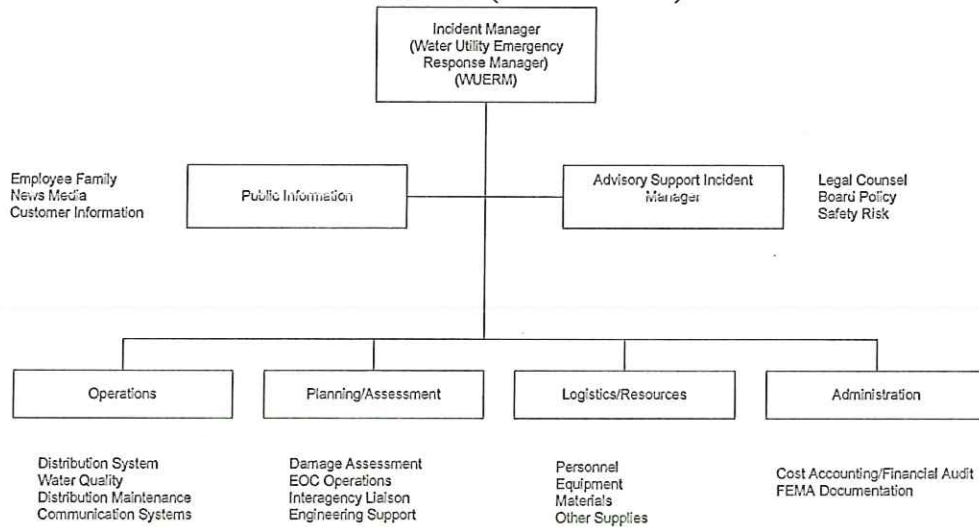
Note: In general, at any level of activation, the Water Utility Emergency Response Manager (WUERM) should be aware of the following incident management principles:

- ◆ Establishing objectives and priorities for the incident
- ◆ Establish an Incident Action Plan (written or verbal)
- ◆ Awareness of his or her responsibility for the 5 primary functions of SEMS/NIMS
- ◆ Management, Operations, Planning, Logistics and Finance/Administration
- ◆ Ensure an effective span of control (only supervise 5-7 staff directly on an incident)
- ◆ Delegate authority and activate organizational elements within an Incident Command Structure only as necessary
- ◆ Provide for personnel accountability and a safe environment for staff
- ◆ Ensure effective communications

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Section Leader Assignments

<u>SECTION</u>	<u>PRIMARY</u>	<u>ALTERNATE</u>
Incident Manager	General Manager or Water Utility Emergency Response Manager (WUERM)	Chief Engineer
Operations	Water Quality/District Superintendent or WUERM	Field Main. Superintendent
Planning/Assessment	Head of Engineering Services	Principal Engineer
Logistics/Resources	Asst. Field Maintenance Superintendent	Field Supervisor
Administration	Admin. Manager Accounting	Personnel Administrator Human Resources
<u>COMMAND STAFF</u>	<u>PRIMARY</u>	<u>ALTERNATE</u>
Public Information	Public Education Coordinator	Customer Service Admin.
Advisory Support	Safety Coordinator	Assistant Safety Coordinator

Sunnyslope County Water District Personnel

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Name and title	Responsibilities during an emergency
Bryan Yamaoka <i>Water System General Manager</i> <i>WUERM</i>	<ul style="list-style-type: none"> ⦿ Overall management and decision making for the water/wastewater system. ⦿ WUERM is lead for managing the emergency and contacting the regulatory agencies. ⦿ WUERM contacts the public and news media ⦿ All communications to external parties are approved by the WUERM
Ken Girouard <i>District Engineer</i>	<ul style="list-style-type: none"> ⦿ In charge of operating the water/wastewater system. ⦿ Performs inspections, maintenance, sampling of the system and relaying critical information to the WUERM. ⦿ Assess facilities, and provides recommendations to the WUERM.
Jim Filice <i>Water Superintendent</i> Pat Jackson <i>Crew Chief</i>	<ul style="list-style-type: none"> ⦿ In charge of running water/wastewater treatment plants ⦿ Performs inspections, maintenance, sampling of the WTP and relaying critical information to the WUERM. ⦿ Assess WTP facilities and treatment provided and provides recommendations to the WUERM.
Bryan Yamaoka Ken Girouard Jim Filice Pat Jackson	<ul style="list-style-type: none"> ⦿ In charge of collecting samples, having samples analyzed by certified labs, receiving the results. ⦿ Determines the quality of the water being served meets all drinking water and public health requirements.
Cathy Buck <i>Office Administrator</i>	<ul style="list-style-type: none"> ⦿ Responsible for administrative and financial functions in the office. ⦿ Cost accounting and tracking during emergencies. ⦿ Oversee customer phone calls and maintains a log of complaints and calls. ⦿ In an emergency, could provide a standard carefully pre-scripted message for customers who call with general questions.
Walter Norman III Pat Hagins David Padilla Manuel Chavez Jr. Ernie Eclarin Tom Estrada Kevin Castro Abel Alvarez Scott Watson <i>Water/Wastewater Maintenance</i>	<ul style="list-style-type: none"> ⦿ Delivers water quality notices or door hangers ⦿ Provides backup to water system operator. ⦿ Conducts site inspections of all facilities.
Bryan Yamaoka <i>Public Information Officer (PIO)</i>	<ul style="list-style-type: none"> ⦿ Coordinate with all the other agencies PIOs. ⦿ Report and work with the joint information center (JIC) if more than one agency is involved.

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Drinking Water Field Operations Branch - Chain of Command

The primary contact for the water system during any emergency is their District Engineer. Water Systems should contact their District Engineer in the event of any emergency. From the District Engineer, authority moves up the line to the Regional Engineer, Branch Chiefs, Assistant Division Chief, to finally the Chief of the Division.

Emergency Operations Center

The Sunnyslope County Water District office (3570 Airline Highway) has been designated as the communication network Emergency Operations Center (EOC). (The designated backup Emergency Operation Center is the LESSALT Water Treatment Plant at 1391 Fairview Road) All District vehicles contain copies of the SSCWD Emergency Response Plan & Operation and Maintenance Procedures Manual. Emergency contact information for equipment suppliers is located in section "SSCWD Employee Phone List" of this manual. The telephone and FAX will be the primary mode of communication in an emergency. In addition, all District vehicles have Motorola Radios for inter company communication and the local fire department and law enforcement have a radio and SSCWD has made arrangements to use it to contact police, fire and other emergency response personnel should telephone communication be lost.

Personnel Accountability

The Sunnyslope County Water District Emergency Operations Center (EOC) is designated as the personnel assembly area. During catastrophic emergency situations outside of working hours all personnel will first respond to personal emergencies then will report to the Emergency Operations Center. During working hours, personnel will communicate with the Emergency Operations Center to report their status and receive instructions. If an employee fails to report their status, an investigation into the location and safety of that employee will be initiated.

Family members are urged to contact the EOC for personnel updates and assistance.

Response Procedures

Personnel will, as quickly as possible, assess damage to water and wastewater system facilities, provide logistics for emergency repairs, monitor progress of repairs and restoration efforts, communicate with health officials and water users according to the "Emergency Notification Plan" on file with the regulatory agency (i.e., Department of Public Health Services (CDPH) and document damage and repairs.

Other Agency Coordination

Coordination procedures with governmental agencies for health and safety protection; technical, legal, and financial assistance, and public notification procedures are continually being developed and updated through regulation and experience and will be added as necessary to this plan.

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During an emergency, it is important to contact and notify all the appropriate agencies and stakeholders that will be affected by the emergency. Some agencies will need to be notified immediately while others may be needed later in the incident, depending on the event. The following is a list of agencies and stakeholders that a water system should have updated contact information. Since this list has many contact names and phone numbers, this information should be reviewed annually to ensure that current information is provided.

The initial notification response to any emergency should be to "911" for the needed first responder and then to the Department of Public Health Services-Drinking Water Program. The Department of Public Health Services – Drinking Water Program is the Drinking Water Primacy Agency in California and has regulatory jurisdiction over all public water systems in the state.

Contact to the CDPH-DWP should be to their District Engineer. If the water system is unable to contact the District Engineer (or one of their staff), the water system should use the California Office of Emergency Services (OES) Warning Center Phone Number: 1-800-852-7550, which is a 24/7 phone number. A second phone number for the OES Warning Center is 916-845-8911. A duty officer will answer the CA OES Warning Center phone call and refer to statewide emergency phone numbers. In order to assist the duty officer-it will expedite response if you request the California Department of Public Health Services (CDPH) duty officer. The CDPH duty officer will then call management staff in the Drinking Water Program to respond to the emergency.

Depending on the magnitude of the event, the following state agencies may also need to be contacted:

- ◆ Office of Emergency Services (OES) Warning Control Center.
- ◆ Department of Water Resources.
- ◆ Department of Fish and Game.
- ◆ Regional Water Quality Control Board.
- ◆ Department of Toxic Substances Control.
- ◆ Federal Bureau of Investigation (FBI)
- ◆ USEPA
- ◆ Local County Health Department
- ◆ County Health Department
- ◆ County Environmental Health Departments
- ◆ Local Agencies/Facilities
- ◆ County and State Offices of Emergency Services
- ◆ Hospital and Critical Care Facilities
- ◆ Water District Customers

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5. Initial Notifications

First Responders

911 - If the situation is an emergency that needs response from local fire, law enforcement, medical or hazardous materials team (HAZMAT), calling 911 should be the first immediate call.

Water system staff should be aware of where and how they are calling 911. If the water system staff call "911" from a cell phone, then the call is routed to the nearest California Highway Patrol Office, which may be in another city or county, and not in the immediate local 911 area. Typically, a direct phone number for the local 911 can be provided to the water system-contact your local first responders to get this phone number for cell phones.

Local Police and Sheriffs

Water systems should establish an ongoing relationship with the local police and sheriff offices that serve their service area. It is good practice to get them familiar with water system facilities. If they are called out to an incident, they will then be familiar with some basic aspects of the water system. Water systems that have large service areas that cover several cities or large areas should have contacts for each police and sheriff agency in their service area.

Fire and Hazmat

If the emergency incident involves an unknown substance and possible contamination of the water system, the first responders will more likely be the local fire department and/or HAZMAT team. Most Hazmat teams are part of the local fire department, but some may be special teams under county or city jurisdiction.

Like law enforcement agencies, water systems should know all the fire departments and/or HAZMAT teams that serve their service area and maintain contacts with those agencies. Contact your local county Office of Emergency Services to obtain the local HAZMAT teams that have jurisdiction in your area.

Drinking Water Primacy Agency

The Department of Public Health Services Drinking Water Program has regulatory jurisdiction for public water systems and should be one of the first agencies to be contacted in almost all emergency events. Contact should be to the District Engineer. In most emergency events, it is not appropriate to leave a message on the District Engineers voicemail. If the water system is not able to contact the District Engineer-they should call the State Warning Center 24/7 phone number as described in Section 6.3. The District Engineer will be able to assist the water system in:

- ◆ Inspections of water treatment plants, storage facilities, watersheds (chemical contamination, sewage spills, erosion, and drainage diversions).

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- ◆ Water Quality Sampling.
- ◆ Consulting with water system staff/operators.
- ◆ Providing technical assistance.
- ◆ Documenting the disaster's effect on the water system through photographs and reports.
- ◆ Keeping local officials advised of the current drinking water situation.
- ◆ Review plans and specifications for reconstruction projects, and issue amended permits as needed.
- ◆ Laboratory Sampling Analysis

a. Depending the magnitude of the event, the following state agencies may also need to be contacted:

- ◆ Office of Emergency Services (OES) Warning Control Center.
- ◆ Department of Water Resources.
- ◆ Department of Fish and Game.
- ◆ Regional Water Quality Control Board.
- ◆ Department of Toxic Substances Control.

Federal Agencies

Federal Bureau of Investigation (FBI) - If the event is a known terrorist incident or a direct written or phone threat against the water system, the FBI is to be contacted as soon as possible. There are four regional offices that have Key Asset Coordinators/Special Agents that should be contacted. The water system should report an emergency by calling the 24/7 phone numbers, which are listed below for each of the four regional offices in California. A link to the regional offices is also provided to allow water systems to check what region they should report an event.

San Francisco - (415) 553-7400 <http://sanfrancisco.fbi.gov/>

Los Angeles - (310) 477-6565 <http://losangeles.fbi.gov/>

Sacramento - (916) 481-9110 <http://sacramento.fbi.gov/>

San Diego - (858) 565-1255 <http://sandiego.fbi.gov/>

USEPA

The US Environmental Protection Agency Drinking Water Program is not a direct response agency. US EPA, through its "Superfund Response Program" has emergency response resources for incidents related to environmental chemical releases. These resources are not "first response" resources and should be requested through the SEMS/NIMS process.

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County Health Department

The County Public Health Officer is responsible for all public health issues within their county. They should be notified of any event that could affect public health within their county. In the event of an emergency that will require financial and technical assistance through the CA Mutual Aide System, the County Public Health Officer will be one of the officials that can declare a "State of Emergency" and request assistance from the Regional and State OES. The County Public Health Officer also will have access to disease surveillance data within the county. If you do not have the contact information of the current County Health Officer, contact your District Engineer.

County Environmental Health Departments

Many County Environmental Health Departments have been delegated primacy for the small water systems serving less than 200 service connections within the county. The Environmental Health Departments have contacts with the Department of Public Health Services as well as many county HAZMAT teams. If you do not have the contact information of the current County Director of Environmental Health Department, contact your District Engineer.

County and State Offices of Emergency Services

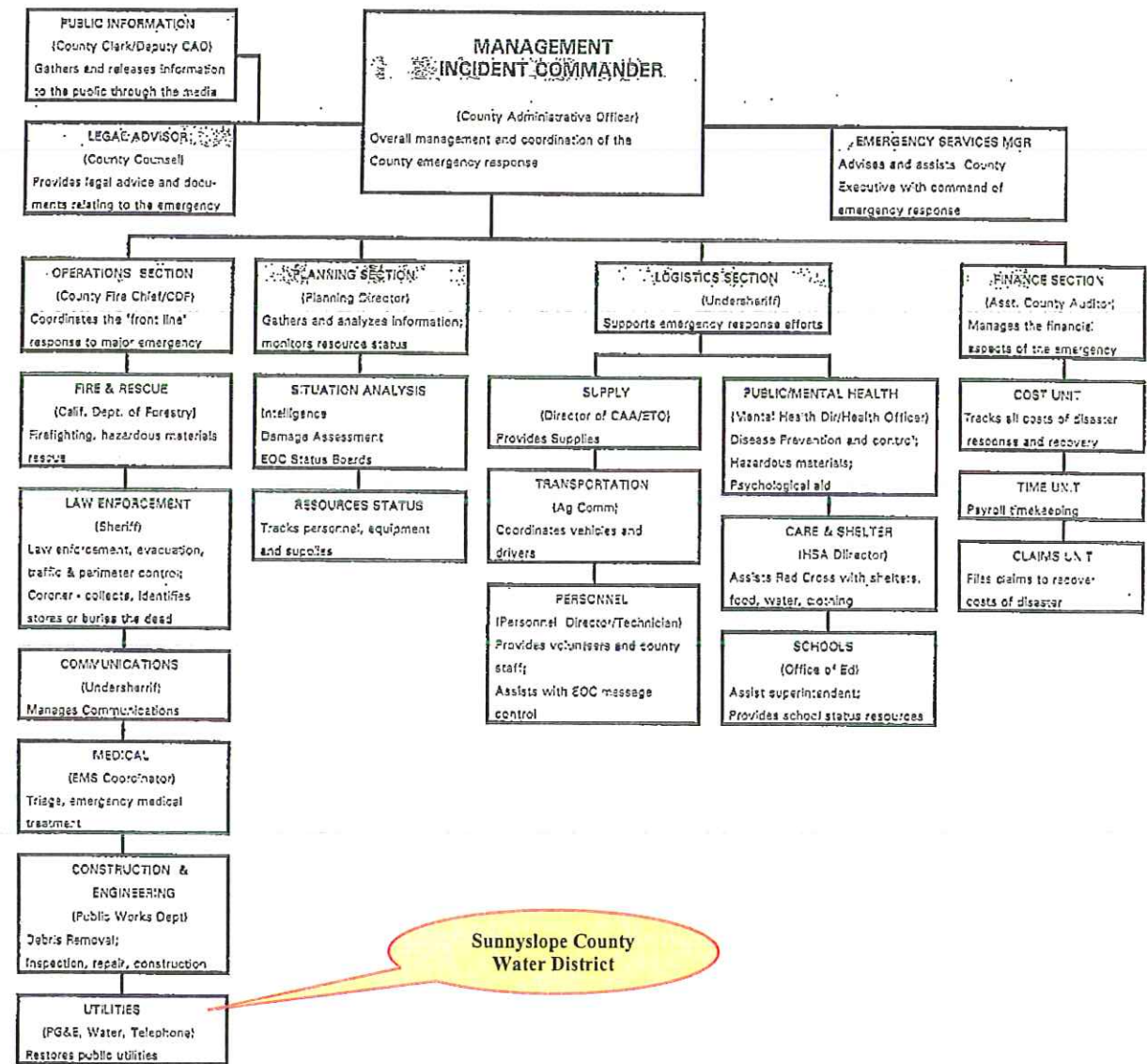
The County and State Offices of Emergency Services (OES) provide support and coordination of resources during an emergency. Water systems should work with their County OES to establish requesting protocols for State OES resources utilizing SEMS/NIMS. If additional or specialized resources are needed during an emergency, OES should be able to dispatch those resources to the emergency.

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San Benito County Operational Area Emergency Organization



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Hospital and Critical Care Facilities

It is important to know location and contact information for all the critical care facilities and hospitals in your service area. An emergency or contamination event in the water system can effect the operations of these facilities.

Customers

It is important that a water system be able to communicate with their customers. All means of communication need to be explored to effectively communicate with customers. The Water Quality Emergency Notification Plan (WQENP), as required under Section 116460, California Health and Safety Code, is a significant part of a water system plan to communicate with their customers. The WQENP should be included in the Appendix of the ERP. The WQENP is a standard form that contains specific information for the CDPH District Engineer and the County. Contact your District Engineer for the current WQENP form.

6. Response Procedures

Personnel will, as quickly as possible, determine the status of other employees, assess damage to water and wastewater system facilities, provide logistics for emergency repairs, monitor progress of repairs and restoration efforts, communicate with health officials and water users according to the "Emergency Notification Plan" on file with the regulatory agency (i.e., Department of Public Health Services (CDPH) or Local Primacy Agency (LPA)), and document damage and repairs.

7. Public Notice Procedures

Public notice procedures should be developed before the disaster and not during the event. Public notices are a significant part of communicating with customers. Standard public notifications for a water outage/low pressure problems, Boil Water Order (BWO), Unsafe Water Alert (UWA) or Do Not Drink Notices have been developed by CDPH for use during an emergency. Each utility will need to modify the standard forms with specific contact information and guidance to customers depending on the nature of the emergency event. In addition, water systems need to have copies of public notices in the appropriate languages used in their service areas.

A BWO, UWA or Do Not Drink Notice can be issued by one, or a combination of the following agencies:

- ◆ CDPH – Drinking Water Program (Designated personnel-District Engineer, Regional Engineer or Branch Chief).
- ◆ Local County Health Department (Designated personnel-County Health Officer or Director of Environmental Health Department for small water systems under county jurisdiction).
- ◆ Affected Water System (Designated personnel-responsible person in charge of the affected water system, i.e., Director of Water Quality, Manager, Director of Water

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Department, Director of Public Works, Owner, etc. The water systems ERP should identify the designated personnel in their ERP).

All public notifications (BWO, UWA or Do Not Drink Notices) should be coordinated with the CDPH District Engineer, County Environmental Health Department and the County Health Officer prior to issuing a public notice. However, any one of the three agencies should act immediately to issue a BWO or UWA, if delays will jeopardize public health and safety. The CDPH District Engineer or the water system must notify the County Health Department and the County Health Officer prior to or immediately after issuing a public notice. Notice must be given to a person, a message left on voicemail is not sufficient. Coordination of this notification should be identified in the ERP. Whenever a BWO/UWA has been issued, the CDPH DWP also needs to notify two other CA Department of Public Health Services Agencies- CDPH Food and Drug and CDPH Licensing and Certification. The CDPH DWP District Engineer will notify the other two CDPH agencies of the BWO/UWA issued.

The following standard public notices are provided in the Appendix of this manual.

Consumer Alert During Water Outages or Periods of Low Pressure

If a water system is experiencing power outages, water outages or low pressure problems, a consumer alert may be issued to the public. The notice provides consumers information on conserving water and how to treat the water with household bleach if the water quality is questionable.

Boil Water Order (BWO)

A BWO should be issued when minimum bacteriological water quality standards cannot be reasonably assured. To assure public health protection a BWO should be issued as soon as it is concluded by the designated personnel that the water supply is or may be biologically unsafe. Examples of these situations include:

1. Biological contamination of water supply system, including but not limited to:
 - ☛ Positive total or fecal coliform bacteriological samples;
 - ☛ Prolonged water outages in areas of ruptured sewer and/or water mains;
 - ☛ Failed septic tank systems in close proximity to ruptured water mains;
 - ☛ Ruptured water treatment, storage, and/or distribution facilities in areas of known sewage spills
 - ☛ Known biological contamination;
 - ☛ Cross-connection contamination problems;
 - ☛ Illness attributed to water supply.
2. Unusual system characteristics, including but not limited to:
 - ☛ Prolonged loss of pressure;
 - ☛ Sudden loss of chlorine residual;
 - ☛ Severe discoloration and odor;

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- ◆ Inability to implement emergency chlorination.
- 3. Implemented due to treatment inadequacies.

Unsafe Water Alert (UWA)/“Do Not Drink”

In the event a water quality emergency due to known or suspected chemical (non-bacteriological) contamination to a water system a UWA or “Do Not Drink” should be issued. Water should not be used for drinking and cooking, but may be used for sanitation purposes. Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to:
 - ◆ Ruptured water distribution system (storage tanks, mains) in area of known chemical spill coupled with loss of pressure;
 - ◆ Severe odor and discoloration;
 - ◆ Loss of chlorine residual;
 - ◆ Inability of existing water treatment process to neutralize chemical contaminants prior to entering the distribution system.
2. Threatened or suspected acts of sabotage confirmed by analytical results, including but not limited to:
 - Suspected contamination triggered by acts of sabotage or vandalism.
3. Emergency use of an unapproved source to provide a supplemental water supply.

Unsafe Water Alert (UWA)/“Do Not Use”

In the event a known or suspected contamination event to a water system, where the contaminate may be chemical, biological or radiological a UWA or “Do Not Use” should be issued. Water should not be used for drinking, cooking, or sanitation purposes. Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to
 - ◆ Terrorist contamination event.

The public information officer for a water system needs to be assigned before an emergency occurs. The water system public information officer (PIO) will need to coordinate with all the other agencies PIOs. If more than one agency is involved in an emergency, a joint information center (JIC) will probably be established. If a BWO or UWA is issued, the water system should notify the PIOs in the EOC immediately.

Media Notification

Dealing with and notifying the media is one of the most significant communication tasks. Any dealing with the media during an emergency should come from one unified source-typically from the

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EOC. If more than one source communicates with the media, there will be conflicting information that will give the appearance all the agencies involved in the emergency do not know what they are doing. The media is a good way to communicate with water system customers. Boil Water Orders, Unsafe Water Alerts, and other public notices can be distributed through the media. Again, this is only effective if the information is coordinated through one source (the JIC) and one message is delivered to the public.

Cancellation of Public Notification

Once a BWO/UWA is issued, the only agency that can rescind the public notice is the drinking water primacy agency. CDPH DWP will not lift the BWO until two rounds, collected one day apart, of coliform bacteria samples have been analyzed and the results are negative. The two sets of sample results should be faxed to the CDPH DWP District Office for final approval before rescinding the BWO. Special chemical sampling will be required to rescind an UWA, please contact the CDPH DWP District Office to determine required sampling.

- ♦ See SSCWD public notices in Section “Public Notification” of this Manual.

8. Water Quality Sampling

NOTE: Laboratory protocols and procedures identified are still under development by Federal and State Agencies. This section will continue to evolve and updates will be provided as necessary.

During an emergency, there are several types of water quality sampling that may need to be analyzed depending on the actual event. If it is natural disaster, flood or power outage, sampling will probably only include bacteriological samples, turbidity and chlorine residual samples if the system is chlorinated. However, if the event is a terrorist act or contamination event, the sampling will include a full scan of Weapons of Mass Destruction (WMD) chemical, radiological and microbiological (unless the actual contaminant used is known).

Laboratory Resources

In general there are four different types or ownership of laboratory facilities in California that can analyze drinking water samples, which are listed below:

1. Commercial/private laboratories
2. County Public Health Laboratories
3. State Department of Health Services Laboratories
4. Research Facility/Specialty Laboratories

In general, laboratories are grouped into two broad categories – chemical or biological. Chemical laboratories include: general environmental chemistry laboratories, radiological laboratories, and specialty laboratories that may be able to handle and analyze exotic contaminants, such as chemical weapons and radionuclides. Biological laboratories include: environmental microbiology

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laboratories and the Laboratory Response Network (LRN) that typically analyze clinical samples for pathogens and select biotoxins.

CDPH Laboratory

The CDPH Sanitation and Radiation Laboratories Branch (SRLB) is organized within the Division of Drinking Water and Environmental Management (DDWEM). SRLB is the State's primary drinking water quality testing laboratory and is the only State laboratory capable of measuring environmental radiation. Its primary mission is to provide analytical services, reference measurements and technical support pertaining to the State's Drinking Water and Radiologic Health Programs.

SRLB has two laboratories. The Southern California Section is located in Los Angeles and performs microbiological, inorganic and organic testing in various water matrices. The Northern California Section, located in Richmond, carries out inorganic and organic analyses in water, and radiochemical testing in various environmental matrices in addition to water. The SRLB in conjunction with the CDPH Microbial Disease Laboratory (MDL) does microbiological analyses including biotoxins.

California Mutual Aid Laboratory Network (CAMAL Net)

The CDPH SRLB, in conjunction with the water utilities, USEPA Region IX laboratory in Richmond, Lawrence Livermore National Laboratory, and the California Department of Water Resources, have formed a laboratory network, CAMAL Net, to address laboratory capacity issues associated with possible drinking water related contamination events. CAMAL Net establishes a triage system to process samples when water systems or commercial laboratory methods are not available or the water system lacks capacity within their own lab. The CAMAL Net system will not handle any samples where field screening indicates that the sample may contain a CDC listed WMD agent. The list of WMD agents can be found on the Centers for Disease Control and Prevention webpage at <http://www.bt.cdc.gov/>. Any request for analysis through the CAMAL Net system needs to be approved by the CDPH DWP District Engineer in your jurisdiction prior to collection of water quality samples to be processed.

Chemical Analysis Classification

The California Department of Public Health Services along with its stakeholders and federal partners are in the process of developing an algorithm to assist California water systems, public health agencies, law enforcement, and first responders with the identification of possible chemical agents in drinking water contamination events. A draft version has been developed and it is anticipated that a final version will be released in the near future. The final version will become an appendix to this document.

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Biological Analysis Classification

The LRN for Bioterrorism has ranked laboratories (Level A, B, C or D) based on the type of safety procedures they practice.

- ◆ Level A Lab uses a Class II biosafety (BSL) cabinet
 - ◆ Level B Lab is a BSL-2 facility + BSL-3 safety practices
 - ◆ Level C Lab is a BSL-3 facility
 - ◆ Level D Lab is a BSL-4 facility
-
- ◆ Level A Labs are used to rule out and forward organisms.
 - ◆ Level B Labs are used for limited confirmation and transport.
 - ◆ Level C Labs are used for molecular assays and reference capacity.
 - ◆ Level D Labs are used for the highest level of characterization.

Currently, in California there are: 28 Level A labs, 10 Level B labs, 2 Level C labs. The two Level C laboratories are the LA County Public Health Laboratory, Los Angeles, CA and the CDPH MDL in Richmond, CA. Lawrence Livermore National Laboratory is also a Level C laboratory, but access to them is restricted. The only Level D laboratories available in the LRN are the national laboratories, such as those at the Center for Disease Control and Prevention (CDC) and the Department of Defense. These laboratories test and characterize samples that pose challenges beyond the capabilities of the Level A, B, and C reference labs, and provide support for other LRN members during a serious outbreak or terrorist event. The most dangerous or perplexing pathogens are handled only at the Bio-Safety Level 4 laboratories at CDC and the U.S. Army Medical Research Institute of Infectious Diseases (USAMRIID).

Natural Disaster

During a natural disaster, flood, earthquake, fire etc., sample collection and analysis will be available to the water system by their normal laboratory resources. Sampling will primarily consist of regulatory bacteriological samples and turbidity to show that the system has been flushed out. The water system may also be collecting chlorine residual samples throughout the system with a field chlorine test kit.

Terrorist Event/Contamination Event

Once a threat warning has occurred and the utility has deemed the threat confirmed, it will be necessary to collect water quality samples. The decisions made from the time of the threat warning to the time the threat is confirmed is specific to each individual event. This "credibility stage" as referred to in the EPA Response Toolbox may take the utility between 2 – 8 hours and should involve consultation with local first responders, CDPH DWP (Drinking Water Primacy Agency), local Public Health Department and regional FBI office.

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Assuming the threat is confirmed and credible enough to warrant water quality sampling, several state and federal agencies are involved to collect samples, transport the samples to appropriate laboratory and analyze the samples. The water system's first step in this process is to contact the CDPH-District Engineer so they can notify the CDPH-SRLB of the incoming samples. The following steps are described in more detail below:

- ◆ Emergency Water Quality Sampling Kit (EWQSK)
- ◆ Sample Collection
- ◆ Laboratory Required for Analysis
- ◆ Sample Transport
- ◆ Sample Analysis

Emergency Water Quality Sampling Kit

Contains sample bottles needed for chemical, radiological and microbiological analysis (that could be split into 3 complete sample sets). The original sample kit was developed by Metropolitan Water Department to be used during a terrorist or contamination event. EPA reviewed the sample kit and provided a list of the sample bottles in the EPA Toolbox. The California Mutual Aid Laboratory Network (CAMAL Net) has also reviewed this kit and made some minor changes that will allow water quality samples to be collected under all conditions. The CAMAL Net version of the sample kit has been finalized for deployment. This kit will continue to evolve as the US EPA develops sampling protocols for these new constituents in drinking water. The estimated cost of one kit is approximately \$200. The EWQSK should remain sealed before the sample is collected. Since some of the sample bottles contain reagents that expire, the bottles in each kit should be replaced annually.

CDPH-DWP will purchase the supplies to create enough EWQSK to supply 2-3 in each DWP District Office. If water systems do not want to purchase and maintain their own kits, then the DWP will provide one of these kits in the event of an emergency. Requests for these kits should be made to the District Engineer when the water system reports the incident. Travel time from the District Office to the water system should be incorporated in the water system's emergency response plan.

Sample Collection

Several types of samples may need to be collected depending on the event. The FBI will collect samples for the crime scene investigation. The water system needs to collect samples for public health to determine if the water is safe for consumption using the EWQSK for public health. The Department does not recommend that water system staff collect samples for the EWQSK due to liability issues. Several responding agencies are available for EWQSK sample collection – local HAZMAT, FBI, California National Guard Civilian Support Team (CST) or USEPA. Each agency has the proper personal protection material to minimize exposure to any possible agent. In addition, each agency has field screening kits that will provide a preliminary screen for several WMD agents that will help identify the required laboratory resources needed.

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Laboratory

Depending on the results of the field screening and actual event, the required laboratories need to be notified and prepared to accept the samples. If an EWQSK (supplied by water system or CA CDPH DWP) is used, the CAMAL Net and the LRN need to be notified and involved in the process for laboratory selection. The first step in this process is for the District Engineer working with the water system to contact SRL.

Sample Transport

Depending on the responding agencies, field screening, the ICS will decide how the samples will be transported to the appropriate lab. Since the samples may be used for the crime investigation, proper chain-of-custody must be maintained. The possible agencies and field screening, depending on the event, are: local HAZMAT, CHP, FBI, CST, or US EPA.

Sample Analysis

Once the samples are delivered to the appropriate laboratory, they may be split for analysis to different laboratories. The transport and laboratory testing protocols will be handled by the CDPH SRLB laboratory. Sample results will be shared through the ICS. Please note that sample analysis may take days to weeks to complete depending on the complexity of analysis.

9. Restoration and Recovery

The CA OES "Emergency Planning Guidance, Public and Private Water Utilities", Section 12 is a good reference for restoration and recovery. The following excerpt was taken from the "Emergency Planning Guidance for Public and Private Utilities", March 1999. The entire document can be found on the Governor's Office of Emergency Services Website at: <http://www.oes.ca.gov/>

The recovery process begins during the response phase. It is important to start damage inspections, reporting, and recordkeeping as soon as the plan is activated. The items below may assist the water utility in recovery activities.

Initial Recovery Activities

- ◆ Designate a disaster recovery coordinator (may or may not be EOC director) and notify all appropriate regulatory agencies.
- ◆ Complete detailed evaluations of all affected water utility facilities and determine priorities for permanent repair, reconstruction, or replacement at existing or new locations.
- ◆ Begin repair activities design and make bids for contractor services.
- ◆ Make necessary repairs to the system and untag repaired facilities and equipment.
- ◆ Restore all telecommunications, data processing, and similar services to full operation.

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- ◆ Complete assessment of losses and costs for repair and replacement, determine approximate reimbursements from insurance and other sources of financial assistance, and determine how residual costs will be financed by the water utility.
- ◆ Define needs for additional staff, initiate recruitment process, and adopt temporary emergency employment policies as necessary.
- ◆ Execute agreements with vendors to meet service and supply needs.
- ◆ Reevaluate need for maintaining the emergency management organization; consider returning to the normal organizational structure, roles, and responsibilities when feasible.
- ◆ Collect cost accounting information gathered during the emergency and prepare request for Emergency Disaster Funds (follow FEMA and State OES requirements).
- ◆ Debrief staff to enhance response and recovery efforts in the future by identifying lessons learned, developing action plans and follow-up mechanisms, and providing employee assistance programs if needed.
- ◆ Prepare After-Action Reports as required. Complete reports within six months of the event (90 days for public utilities which are part of a city or county government.).
- ◆ Identify recommendations

Long Term Recovery Activities

- ◆ Initiate permanent reconstruction of damaged water utility facilities and systems.
- ◆ Restore water utility operations and services to full pre-event levels.
- ◆ Continue to maintain liaison as needed with external agencies.

Assistance Programs - The State of California Office of Emergency Services administers several programs designed to assist victims of a disaster. They include Public Assistance, Individual Assistance, and Hazard Mitigation Public Assistance (PA) administers state disaster relief programs under the Natural Disaster Assistance Act, and federal disaster assistance programs under various federal laws and regulations, including the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288 as amended), the Code of Federal Regulations (CFR), and the State Administrative Manual. These regulations designate the State of California as "grantee" for all federal public assistance funding available to agencies of state government, local governments, and certain private non-profit organizations that provide essential services of a governmental nature to the general public, including water utilities. As grantee, the state is responsible for the processing of sub-grants to public assistance applicants in accordance with 44 CFR, parts 13, 14, and 206, and its own policies procedures. PA works closely with the Federal Emergency Management Agency to process Damage Survey Reports. It dispatches inspection teams and conducts applicant briefings. This unit is led by OES, with support drawn from other state agencies. Under the Public Assistance Program, public and private non-profit water utilities may be eligible for public assistance to reimburse the work and associated costs of responding to and recovering from a disaster if the costs:

- ◆ Are a direct result of the declared event and not a pre-disaster condition or result of some other event;
- ◆ Are located within the area designated by FEMA as eligible for assistance;
- ◆ Are the legal responsibility of the eligible applicant; and

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- ♦ Are not eligible for assistance under another federal program (this applies to permanent restoration work only).

Hazard Mitigation - Following a presidential disaster declaration, the Hazard Mitigation Grant Program is activated. The program's purpose is to fund projects which are cost-effective and which substantially reduce the risk of future damage, hardship, loss, or suffering from a major natural disaster. Virtually all types of hazard mitigation projects are eligible provided they benefit the declared disaster area and meet basic project eligibility requirements. Types of eligible projects will be identified from those mitigation measures identified in the State Hazard Mitigation Plan, hazard mitigation team reports, and issues unique to the disaster event. The priorities of funding will be established and the program administered by OES.

Expenditure Documentation - One of the critical aspects of any major emergency or disaster is collecting information on the costs related to response and recovery. The ability of the utility to recover costs or receive disaster assistance from the state and federal governments is predicated on its eligibility and ability to document its costs.

10. Emergency Response Training

Training provides the means for staff involved in a response to acquire the skills necessary for them to fulfill their role during an emergency. Not only is training on the water utility's emergency response plan critical for effective implementation, individual training to perform certain functions expected in the plan is just as important. It is important for Water Utility management to create a training policy that emphasizes plan implementation, emergency management, and employee health and safety. The training policy can be an independent policy or part of an overall emergency preparedness policy for the utility. Individual roles established in the emergency response plan should dictate the type and level of training that is necessary.

Exercises and Drills

As a part of Sunnyslope County Water District's overall emergency preparedness periodic review of SSCWD Emergency Response Plan & Operations and Maintenance Procedures Manual which includes routine training drills, cross trained personnel, routine emergency equipment maintenance operation and testing. All key players are included in the exercises so everyone is familiar with emergency policies and procedures.

11. Resume Normal Operations

The steps that will be taken to resume normal operations and to prepare and submit reports to appropriate agencies will include identifying the nature of the emergency (e.g., earthquake causing water outage/leaks, fire or power outage causing water shortage/outage, sabotage resulting in facility destruction or water contamination).

- a. Leaks or service interruption (result of earthquake, etc.)

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- ◆ Isolate leak. Turn power or flow off, if necessary, to control leak.
- ◆ Repair or isolate break to allow service to the maximum system population possible. Disinfect as per attached AWWA Standards; increase system disinfectant residual as precaution, until normal service is resumed.
- ◆ Do bacteriological sampling until 3 good consecutive samples are confirmed.
- ◆ Reestablish normal service.
- b. Low pressure (result of earthquake, fire, storm)
 - ◆ Increase production, if possible, to maximize system output.
 - ◆ Increase disinfection residual as precaution to potential contamination.
- c. Power outage
 - ◆ Place emergency generator online to provide minimum water pressure to system.
 - ◆ Increase disinfectant residual as precaution to potential contamination.
- d. Contamination
 - ◆ Identify location and source of contamination.
 - ◆ If contamination is from system source, isolate or treat source.
 - ◆ If contamination is an act of sabotage, take appropriate action based on nature of contamination. Immediately contact local law enforcement and your regulatory agency (CDPH or LPA). Actions should be taken in consultation with the regulatory agency and could include shutting off water until all contaminants are identified.
- e. Physical destruction of facility (sabotage)
 - ◆ Immediately contact local law enforcement and regulatory agency for consultation.

All significant water outages (widespread and lasting more than eight hours) or disinfection failure will be reported to the California Department of Public Health Services (CDPH) District Office or Local Primacy Agency (LPA) by telephone or equally rapid means. All emergencies will be documented along with action taken, and kept in the files of the water system office. Acts of sabotage will be reported to the local law enforcement agency.

- ◆ **For Additional Information see the corresponding sections within Sunnyslope County Water District Emergency Response Plan and Operation and Maintenance Procedures Manual.**
- ◆ **For further Emergency Resources See County of San Benito Emergency Operations Plan Resources Section.**

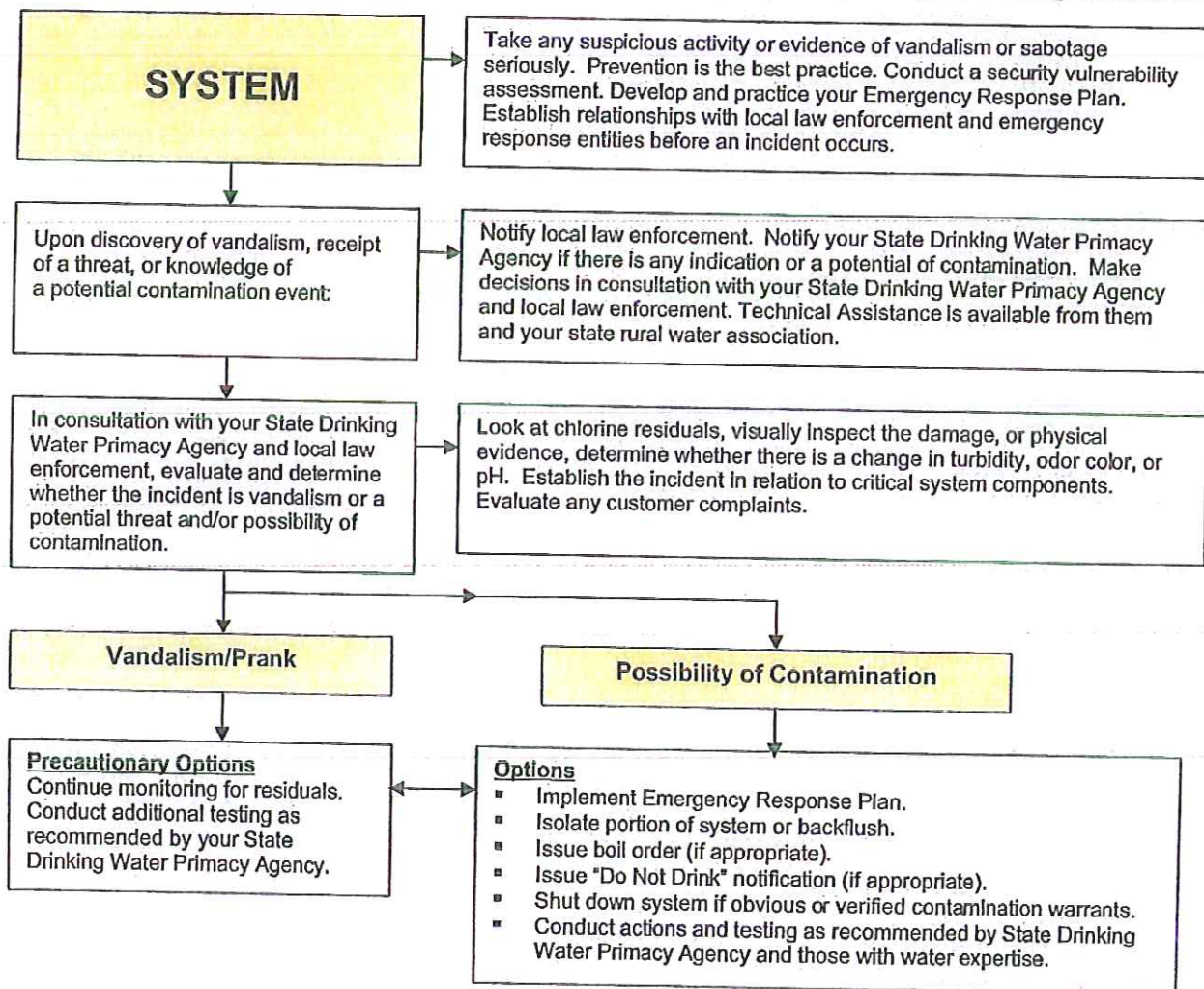
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A Utility Guide for Security Decision Making

These guidelines are designed to assist utilities in determining the level of security concern if a break-in or threat occurs at the water system and to assist the utility in appropriate decision making and response actions. These various steps and actions can be adjusted to meet the needs of specific situations and to comply with individual state requirements. Specific actions should be undertaken in consultation with your State Drinking Water Primacy Agency. Technical assistance is available from your state drinking water primacy agency and state rural water association for prevention initiatives such as vulnerability assessments, emergency response planning, and security enhancements.



- Do not disturb evidence. Document what you see. Keep notes and take photos as you go.
- Collect samples for future analysis and store them appropriately.
- Alert other officials as appropriate and keep the public informed (designate one spokesperson).
- Use the expertise in public drinking water supplies and public health in the decision making process.
- Preventive measures are the best practice to prevent such an incident.
- Prior communication with local law enforcement authorities and local emergency response entities prevents confusion and defines who has responsibility for what, when an incident occurs.

Professional Computer Solutions
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Certified Public Accountants & Business Consultants

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PRICE QUOTE

Sunnyslope County Water District

Aug 20, 2009

Desktop Computer

\$ 1,086.00

- 1 Intel Core2Duo E7400 2.8 GHz Dual-Core Processor**
InWin-Mini Tower Case (Black) w/ 350W Power Supply
Asus P5KPL-SE Mainboard
4.0 GB DDR2-667 RAM
320 GB Hard Drive, Western Digital
Onboard Video (256 MB Shared), Audio, LAN (10/100 Mb)
Samsung 22X DVD+/-RW Optical Drive
Hyundai 19" LCD Monitor
Logitech S220 2.1 Speaker Set
Logitech Keyboard/Mouse (optical)
MS Windows XP Professional w/ SP3
MS Office 2007 Small Business Edition
- MS Outlook 2007
- MS Excel 2007
- MS Word 2007
- MS Powerpoint 2007
- MS Publisher
- MS Accounting Express 2008

Warranty: 1 Year Parts / 1 Year On-Site Labor

(Plus Shipping and Applicable Sales Tax)

Setup, Delivery, Installation, Configuration and Testing of Hardware & Software listed in this quote will be billed at a rate of \$135 per hour.

**ALL OF THE WORK IS TO BE PERFORMED BY
PROFESSIONAL COMPUTER SOLUTIONS.**

HARDWARE WARRANTY: - Unless otherwise specified, 12 Months Parts / On-Site Labor Provided by Professional Computer Solutions.

TERMS:

- One half due upon placement of order.
- Balance due on delivery of system.

TRAINING & ON-GOING SUPPORT: - Billed monthly at \$135 per hour.

ESTIMATED DELIVERY DATE: - 1-2 weeks from placement of order.

THIS PRICE QUOTE IS VALID THRU - Sep 3, 2009.

If the above quote is accepted please sign and date below.
Please return a copy of this quote sheet with the appropriate
Down Payment to Professional Computer Solutions.

Signature: _____ **Date:** _____

Sunnyslope County Water District

Emergency Response Plan

Power Failure

3570 Airline Office

When PG&E power is interrupted for more than 15 seconds the power transfer switch will change to generator power the emergency power generator will be activated.

During the operation of the emergency generator maintenance personnel will be required to monitor generator operating parameters and maintain sufficient diesel fuel levels to sustain operation.

Upon PG&E power return of more than 10 minutes the power transfer switch will again transfer to PG&E power and the generator will return to standby mode.

- Check generator oil and fluid levels.
- Refill all fuel tanks.

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Emergency Response Plan

Power Failure

Sanitary Sewer

Main Lift Station Marks Drive.

- Check the main lift station on Marks Drive to see that the on site generator started and the lift pumps are operating properly.
- Check to see that the diesel fuel tank is kept full.
- If the on site generator will not function the backup main lift station can be operated using either the 150 KW portable generator at Well # 7 or the 75 KW portable generator at well # 8 using one of the following procedures.

See the following sections in the Sunnyslope County Water District Emergency Response Plan & Operation and Maintenance Procedures Manual

♦ Emergency 150 KW Portable Generator use for the Backup Main Lift Station Section

Or

♦ Emergency 75 KW Portable Generator use for the Backup Main Lift Station

Oak Canyon Lift Station

- Check the Oak Creek lift station for over flow condition.
- If pumping down the lift station is required to prevent overflow the lift station can be operated using either the 150 KW portable generator at Well # 7 or the 75 KW portable generator at well # 8 using one of the following procedure.

♦ Emergency 150 KW Portable Generator use for the Oak Canyon Lift Station

Or

♦ Emergency 75 KW Portable Generator use for the Oak Canyon Lift Station

Paullus Drive Lift Station

- Check the Paullus Drive lift station for over flow condition.
- If pumping down the lift station is required to prevent overflow the lift station can be operated using either the 150 KW portable generator at Well # 7 or the 75 KW portable generator at well # 8 using one of the following procedure.

♦ Emergency 150 KW Portable Generator use for the Paullus Drive Lift Station

Or

♦ Emergency 75 KW Portable Generator use for the Paullus Drive Lift Station

Sunnyslope County Water District

Emergency Response Plan

Power Failure

Sanitary Sewer

Power On

Return all equipment to normal run condition and check for proper operation.

- Lift stations = Oak Canyon, Paullus Drive, Marks Drive,
- Lift Pumps Pond 2, = South Ridgemark Ponds
- Force Main Lift Station Pond 4, = South Ridgemark Ponds
- Flow Meter = RM I (Old Ponds, Georges Drive)
- Flow Meter = RM II (New Ponds, Sonnys Way)
- Final Disposal Lift Pumps, = RM I (Old Ponds, Georges Drive)
- Aerators = RM I and RM II
- Reset timers
- Refill all fuel tanks to the top

Sunnyslope County Water District

Emergency Response Plan

Power Failure

Water

Wells #2, #5, #7, #8 and #11

- Visually check the water levels at each water tank.

Start the generators located at wells #2, #5, #7, #8 and #11 (Well 11 generator starts automatically) run the wells (if required). **See the following sections in the Sunnyslope County Water District Emergency Response Plan & Operation and Maintenance Procedures Manual under Emergency Generator Use for each Well.**

- Check to see that the chlorination equipment is operating properly.
- Check to see that the diesel fuel tanks on the generators are kept full.
- If diesel fuel is required refill with fuel trailer (contact Toro Petroleum at (831) 637-3300. Or 1285 Prospect Ave to refill Fuel Trailer).
- If chlorine is low, contact one of the following companies to order more.
- Sierra Chemical Co. (Sodium Hypochlorite 12.5%) (800)-777-8965
- Rick's Pool Service (Fresh Chlor) at (831) 637-1772. Or 337 Vista De Oro to order more.
- If required turn the City of Hollister Booster Pumps HAND-OFF-AUTO Switches located at Hillcrest and Memorial drive to the OFF position to prevent city water from being pumped into our system. Leave lockout tag and notify the City of Hollister Water Department.
- If required turn the City of Hollister Well pump located on the north side of Nob Hill Foods to the OFF position. Leave lockout tag and notify the City of Hollister Water Department.
- If required to maintain water level in the SSCWD system turn off the flow at the pressure reducing station on Santa Ana and La Baig. (Notify the COH)
- If required to maintain water level in the SSCWD system turn off the flow at the pressure reducing station at the San Benito County Maintenance Yard on Southside Road. (Notify the COH)

Power On

Return all equipment to normal run condition and check for proper operation.

- Booster Station (Enterprise & Airline)
 - Well #2 and chlorinator
 - Well #5 and chlorinator
 - Well #7 and chlorinator
 - Well #8 and chlorinator
 - Well #11 and chlorinator (Well 11 generator should stop and return to normal operation automatically)
 - Refill all fuel tanks.
- **For further Emergency Resources, See County of San Benito Emergency Operations Plan Resources Section.**



Emergency/Disaster Response Plan

PWS 3510003

Revision Date: May 13, 2011

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 - Fire and Hazmat
 - Drinking Water Primacy Agency
 - Federal Agencies
 - USEPA
 - County Health Department
 - County Environmental Health Departments
 - County and State Offices of Emergency Services
 - Hospital and Critical Care Facilities
 - Customers

**City of Hollister Water System
Emergency/Disaster Response Plan
(SEMS-NIMS)**

6. Response Procedures

7. Public Notice Procedures

- Consumer Alert During Water Outages or Periods of Low Pressure
- Boil Water Order (BWO)
- Unsafe Water Alert (UWA)/“**Do Not Drink**”
- Unsafe Water Alert (UWA)/“**Do Not Use**”
- Media Notification
- Cancellation of Public Notification

8. Water Quality Sampling

- Laboratory Resources
- CDPH Laboratory
- California Mutual Aid Laboratory Network (CAMAL Net)
- Chemical Analysis Classification
- Biological Analysis Classification
- Natural Disaster
- Terrorist Event/Contamination Event
- Emergency Water Quality Sampling Kit
- Sample Collection
- Laboratory
- Sample Transport
- Sample Analysis

9. Restoration and Recovery

- Initial Recovery Activities
- Long Term Recovery Activities

10. Emergency Response Training

- Exercises and Drills

11. Resume Normal Operations

1. Introduction

Objective

To continue minimum service levels and mitigate the public health risks from drinking water contamination that may occur during a disaster or other emergency events and in order to provide reliable water service and minimize public health risks from unsafe drinking water during those events, the City of Hollister proposes the following plan that defines how it will respond to emergencies and/or disasters that are likely to affect its operation.

Disasters/emergencies that are likely to occur in the water system's service area that are addressed are: earthquake, major fire emergencies, water outages due to loss of power, localized flooding, water contamination, and acts of sabotage.

2. Planning Group Partners

City of Hollister has established emergency planning partnerships with other parties who have agreed to help the utility in an emergency situation. A list of these agencies and brief description of their emergency capabilities is provided in section "COH Telephone List"

3. Water System Information

System Identification Number	PWS 3510003	
System name and address	City of Hollister 375 Fifth Street Hollister CA 95023	
Connections/Population Served	6,050 service connections	22,500 population
Type of Source	6 Groundwater Wells	1 Surface Water Treatment Plant
Type of Treatment Provided	Disinfection treatment is provided using Sodium Hypochlorite 12.5% at Wells and LESSALT Surface Water Treatment Plant in addition adds Sodium Hydroxide 25% (Caustic Soda) for pH control.	
Number of Storage Tanks	3 Treated Water Tanks totaling 7,500,000 gallons	

Emergency Water Supply

Average Water Demand	2.7 mgd	
Max Water Demand	5.0 mgd	
Max Water Production	5.5 mgd	
Max Emergency Electrical Generator Water Supply Capacity	SSCWD Supply 4.55 mgd	City of Hollister Supply 5.6mgd
Days of Emergency Supply	Unlimited at Average Demand	Unlimited at Max Demand

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Typical residential water usage in the United States is on the order of 300 to 500 gallons per residence per day, or 100 to 150 gallons per capita per day. Although these amounts can typically be significantly reduced during crisis situations, City of Hollister has found it useful to develop an estimate for the quantity of supplemental water required for a number of potential outage scenarios. These estimates are as follows:

Outage Period	Number of Customers (service connections) Affected	Quantity of water needed
1 hour	5300 connections 6000	110,416 gph
12 hours	5300 connections 6000	1,324,999 g/12hr
1 day	5300 connections 6000	2,650,000 gpd
2 days	5300 connections 6000	5,300,000 g/2days
1 week	5300 connections 6000	18,550,000 gpw

CITY OF HOLLISTER/SUNNYSLOPE COUNTY WATER DISTRICT INTER-TIES			
COH/SSCWD Inter-tie Location	Description	Flow Direction	(GPM Range) Actual
Santa Ana & La Baig	Pressure Reduction Valve Water meters & totalizer 2" & 6" Meter	Flow to the COH Only	(0 - 1000 GPM) 250 - 600 GPM
Hillcrest & Memorial Booster Station	Pressure Reduction Valve, 2 Booster Pumps, Water meter & totalizer 8" Mag Meter	Flow to the COH can be pumped to SSCWD	(0 - 1000 GPM) 250 - 600 GPM
Sunnyslope & Memorial	Water meter & totalizer 8" Mag Meter	Flow to the COH can be pumped to SSCWD	(0 - 1000 GPM) 150-250 GPM
Sunset Dr. & Memorial	Water meter & totalizer 8" Mag Meter	Flow to the COH can be pumped to SSCWD	(0 - 1000 GPM) 150-250 GPM
San Benito County Public Works Yard	Pressure Reduction Valves Water meters & totalizers 2" & 6"	Flow to COH Only	(0 - 1000 GPM) 150-250 GPM

The Sunnyslope County Water District maintains a potable community water system that is capable of supplying water to City of Hollister during an emergency.

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During Normal operations the exchange of water is as required by demand and metered through a series of five inter-ties between the City of Hollister and the Sunnyslope County Water Distribution Systems. This exchange includes the routine daily transfer of the City of Hollister's share of water from the LESSALT Water Treatment Plant. Additional flows to and from the Sunnyslope Distribution System are based on seasonal water supply demands.

These inter-ties typically involve pressure reduction valves, water meters and a booster pump station at one location with associated appurtenances.

A higher water pressure in the Sunnyslope County Water District Distribution System results in Hollister's share of LESSALT surface water to flow through the Sunnyslope Fairview Pressure Zone primarily through the Santa Ana and Hillcrest Pressure Reducing Valve Inter-ties. Flows can vary from 0 to 1000 GPM but typically are between 400-600 gallons per minute (GPM) range at Santa Ana and 100-300 GPM range at Hillcrest, Sunset and Sunnyslope. Seasonal demands also allow Sunset and Sunnyslope inter-ties to provide LESSALT water to the City.

Water can be transferred into the Sunnyslope system using the City of Hollister's booster pump station at Hillcrest and Memorial Drive or Airline Highway City Well #6 to pump water against the pressure gradient. The demand in the City's sub system west of Memorial Drive is first met then surplus water will flow back to the Sunnyslope system through the Sunset, Sunnyslope and Hillcrest inter-tie connections.

The San Benito County Public Works Inter-tie provides water from the Sunnyslope Ridgemark Water Pressure Zone through a series of pressure reducing valves to the City of Hollister Cienega Pressure Zone. Transfer at this site typically falls within the 0-300 GPM range depending on seasonal demands.

Zone Map

A map of the City of Hollister which identifies water well sources, inter-ties with the City of Hollister water distribution system, pressure zones, booster pumps, pressure reducing stations, and District owned wastewater facilities and also establishes emergency response zones. See section "Sunnyslope County Water District Zone Map".

Designated Responsible Personnel

For designated responsible personnel, chain of command, identified responsibilities, and additional resources see section "COH Employee Phone List."

Inventory of Resources

Equipment and system resources that are used for normal operations and available for emergencies; including maps and schematic diagrams of the water system, emergency equipment, equipment suppliers, mutual aid with planning group partners, repair parts and equipment are located at the City of Hollister Utility Division Office. Additional equipment and resources available include:

**City of Hollister Water System
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(SEMS-NIMS)**

- ◆ Electrical generators
- ◆ Backhoe
- ◆ Air compressor
- ◆ High pressure hydro flushing equipment
- ◆ Utility vehicles equipped with tool, valve turners, lift gate, air compressor.
- ◆ Dump trailer
- ◆ Utility trailer containing repair equipment and supplies
- ◆ Welder and cutting torch
- ◆ Cell phones, two way radio communications
- ◆ Shop vacuums
- ◆ Pumps
- ◆ Emergency spill kits
- ◆ Mutual aid with the Sunnyslope County Water District, San Benito County Water District, San Benito County Public Works

The City of Hollister has established procedures for equipment maintenance. See Operation and Maintenance Procedures.

4. Standardized Emergency Management System (SEMS/NIMS)

The Standardized Emergency Management System/National Incident Management System (SEMS/NIMS) is the system required by Government Code §8607 (a) for managing response to multi-agency and multi-jurisdiction emergencies in California. The system was created for several purposes. First it allows rapid and effective coordination at the field level using the Incident Command System (ICS) to manage multi-agency response to an incident. Secondly, SEMS/NIMS create a common management structure at all levels of response, which allows entities to work with common terminology, staffing organizations, and facilities for more efficient interagency coordination. Thirdly, it creates an ordering process for requesting resources from the field through local government, to the County (Operational Area) to the state and eventually the federal government. It also allows each level of organization to track requests and resources that are dispatched to the incident or necessary for support. Local public agencies (cities, counties, special districts) must use SEMS/NIMS to be eligible for State funding of certain response-related personnel costs resulting from a disaster. State agencies are required by the law to utilize SEMS/NIMS during emergencies.

NOTE: Depending on the circumstances of the incident, when a request is made by the water system to local first response agencies, such as Fire or Law Enforcement, ICS will be implemented by these first response agencies to manage the resources at the site. Water system personnel that will interface with this response agency personnel, in the field, should understand their role in the ICS structure. Water systems can and will provide tactical and precautionary measures through their Emergency Operations Center or the Water Utility Emergency Response Manager (WUERM). It will be important to coordinate these activities with the field (Incident) through an Agency Representative or Technical Specialist in the ICS structure.

Water System Personnel may function in the ICS structure (Field Level) as an Agency Representative or Technical Specialist.

Five Principle Functions of SEMS/NIMS

Management - In a Water System Emergency Operations Center (EOC), the EOC Director has overall responsibility for all emergency functions. This person may initially be designated as the Water Utility Emergency Response Manager (WUERM) prior to the activation of an EOC. The EOC Director may retain and/or delegate authority for functions listed below.

In the field, under ICS, an Incident Commander or Unified Command is established depending on statutory authorities for the Incident. The Incident Commander's responsibility is the overall management of the incident.

Operations - The Operations Section is responsible for the management of all operations directly applicable to the primary mission established for the response. The Operations Section Chief activates and supervises organization elements in accordance with the Incident Action Plan and directs its execution.

For water utilities, coordinates emergency response activities at the water utility EOC level and implements the priorities established by management or the Incident Command. Operation Section staff include field coordinators, as necessary, linked to water utility personnel at other fixed facilities or assigned to incidents within the water utility. The field coordinator should receive and pass information up the chain of command, as well as, receive and coordinate requests for services and support.

Planning/Intelligence - Oversees the collection, evaluation, verification, and display of current information related to the emergency. This section is also responsible for preparing action plans and maintaining documentation related to the emergency. The information collected is needed to 1) understand current situation 2) predict probable course of the incident events 3) prepare alternative strategies and control operations for the incident.

Logistics - Provides facilities, services, and material in support of the Incident. Oversees the acquisition, storing, and distribution of essential resources and support services needed to manage the emergency. It tracks the status of resources. Logistics provides services to all field units in terms of obtaining and meeting their personnel, materials and equipment needs including communications.

Finance/Administration - The Finance/Administration Section is responsible for all financial, administrative and cost analysis aspects of the incident. Finance/Administration prepares vendor contracts, maintains records of expenditures for personnel and equipment, and maintains records and processes claims. It also provides preliminary estimates of damage costs and losses.

General Staff - Each function listed above should have a delegated Chief to manage the Section. Depending on the nature and scope of the emergency each Section can have several branches, divisions, groups, or units.

Command Staff - These positions report directly to and are directly subordinate to the Incident Commander or EOC Director. They are the Public Information, Liaison and Safety Officers.

Water Utility Emergency Operations Center

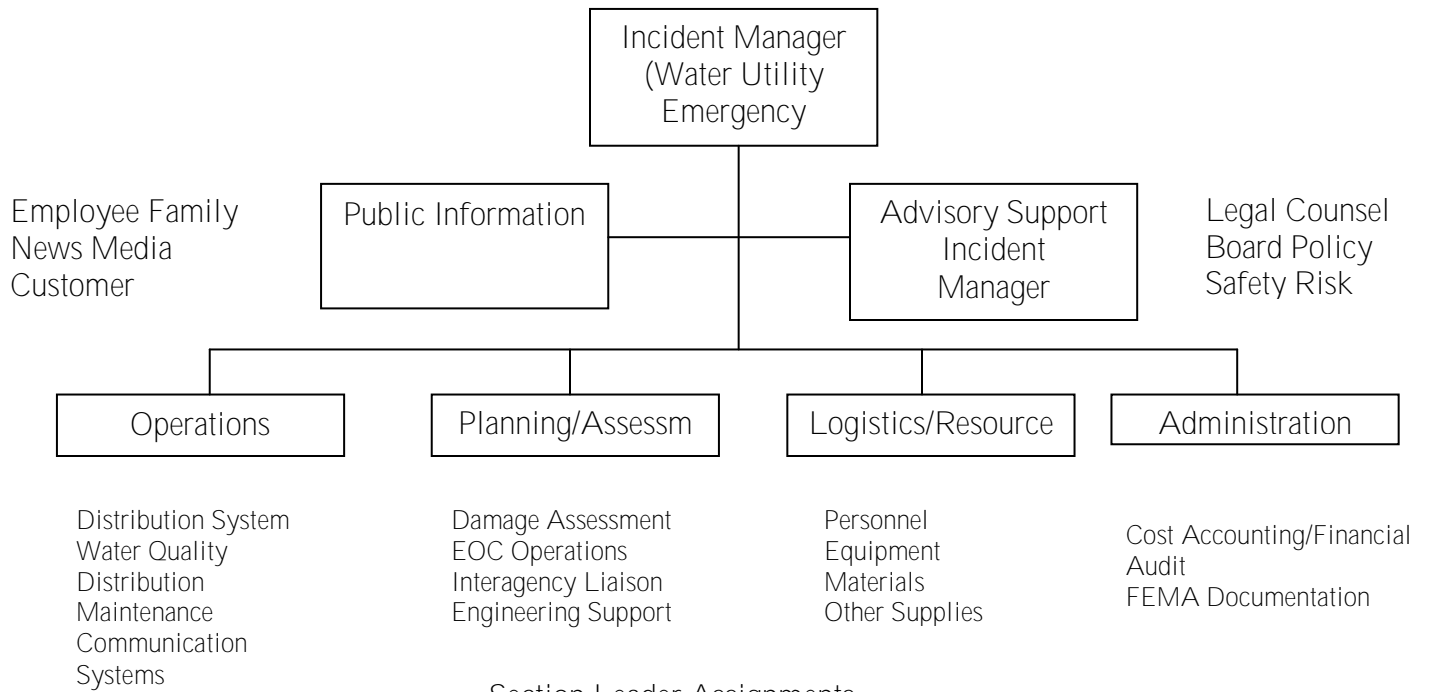
Depending on the Magnitude of the Incident, Water Utilities may have to establish an Emergency Operations Center (EOC) to manage its resources and coordinate with outside entities. An EOC is a physical location from which support for centralized emergency management can be performed. The essential functions necessary in the Water Utility EOC are described below:

- ◆ Establish an EOC Director to manage the Operations, Planning/Intelligence, Logistics, Finance/Administration Sections, and related sub-functions.
- ◆ Setting Priorities and developing Action Plans
- ◆ Coordination and support of all field level incident activities within the utility service area.
- ◆ Information gathering, processing, and reporting within the utility service area and to other levels of SEMS/NIMS
- ◆ Coordination with local government, operational areas, or regional EOCs as appropriate.
- ◆ Requesting Resources from higher SEMS/NIMS levels

Note: In general, at any level of activation, the Water Utility Emergency Response Manager (WUERM) should be aware of the following incident management principles:

- ◆ Establishing objectives and priorities for the incident
- ◆ Establish an Incident Action Plan (written or verbal)
- ◆ Awareness of his or her responsibility for the 5 primary functions of SEMS/NIMS
- ◆ Management, Operations, Planning, Logistics and Finance/Administration
- ◆ Ensure an effective span of control (only supervise 5-7 staff directly on an incident)
- ◆ Delegate authority and activate organizational elements within an Incident Command Structure only as necessary
- ◆ Provide for personnel accountability and a safe environment for staff
- ◆ Ensure effective communications

**City of Hollister Water System
Emergency/Disaster Response Plan
(SEMS-NIMS)**



Section Leader Assignments

SECTION	PRIMARY	ALTTERNATE
Incident Manager	City Manager or Water Utility Emergency Response Manager (WUERM)	Director of Community Services
Operations	Utilities Supervisor	Ray Rojas
Planning/Assessment	Director of Community Services	Senior Engineer
Logistics/Resources	City Engineer	Senior Engineer
Administration	Admin. Manager Accounting	Personnel Administrator Human Resources
COMMAND STAFF	PRIMARY	ALTERNATE
Public Information	Public Education Coordinator	Customer Service Admin.
Advisory Support	Safety Coordinator	Assistant Safety Coordinator

City of Hollister Water System
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City of Hollister Personnel

Name and title	Responsibilities during an emergency
WUERM	<ul style="list-style-type: none"> ◆ Overall management and decision making for the water/wastewater system. ◆ WUERM is lead for managing the emergency and contacting the regulatory agencies. ◆ WUERM contacts the public and news media ◆ All communications to external parties are approved by the WUERM
	<ul style="list-style-type: none"> ◆ In charge of operating the water/wastewater system. ◆ Performs inspections, maintenance, sampling of the system and relaying critical information to the WUERM. ◆ Assess facilities, and provides recommendations to the WUERM.
	<ul style="list-style-type: none"> ◆ In charge of running water treatment plant ◆ Performs inspections, maintenance, sampling of the WTP and relaying critical information to the WUERM. ◆ Assess WTP facilities and treatment provided and provides recommendations to the WUERM.
	<ul style="list-style-type: none"> ◆ In charge of collecting samples, having samples analyzed by certified labs, receiving the results. ◆ Determines the quality of the water being served meets all drinking water and public health requirements.
	<ul style="list-style-type: none"> ◆ Responsible for administrative and financial functions in the office. ◆ Cost accounting and tracking during emergencies. ◆ Oversee customer phone calls and maintains a log of complaints and calls. ◆ In an emergency, could provide a standard carefully pre-scripted message for customers who call with general questions.
	<ul style="list-style-type: none"> ◆ Delivers water quality notices or door hangers ◆ Provides backup to water system operator. ◆ Conducts site inspections of all facilities.
	<ul style="list-style-type: none"> ◆ Coordinate with all the other agencies PIOs. ◆ Report and work with the joint information center (JIC) if more than one agency is involved.

Drinking Water Field Operations Branch - Chain of Command

The primary contact for the water system during any emergency is their District Engineer. Water Systems should contact their District Engineer in the event of any emergency. From the District Engineer, authority moves up the line to the Regional Engineer, Branch Chiefs, Assistant Division Chief, to finally the Chief of the Division.

Emergency Operations Center

The City of Hollister Police Department has been designated as the communication network Emergency Operations Center (EOC). The designated backup location is the City's Corporation Yard at 1321 South Street All City water utility vehicles contain copies of the COH Emergency Response Plan & Operation and Maintenance Procedures Manual. Emergency contact information for equipment suppliers is located in section "COH Employee Phone List" of this manual. The telephone and FAX will be the primary mode of communication in an emergency.

Personnel Accountability

The COH Emergency Operations Center (EOC) is designated as the personnel assembly area. During catastrophic emergency situations outside of working hours all personnel will first respond to personal emergencies then will report to the Emergency Operations Center. During working hours personnel will communicate with the Emergency Operations Center to report their status and receive instructions. If an employee fails to report their status an investigation into the location and safety of that employee will be initiated.

Family members are urged to contact the EOC for personnel updates and assistance.

Response Procedures

Personnel will, as quickly as possible, assess damage to water and wastewater system facilities, provide logistics for emergency repairs, monitor progress of repairs and restoration efforts, communicate with health officials and water users according to the "Emergency Notification Plan" on file with the regulatory agency (i.e., Department of Health Services (DHS) and document damage and repairs.

Other Agency Coordination

Coordination procedures with governmental agencies for health and safety protection; technical, legal, and financial assistance, and public notification procedures are continually being developed and updated through regulation and experience and will be added as necessary to this plan.

During an emergency it is important to contact and notify all the appropriate agencies and stakeholders that will be affected by the emergency. Some agencies will need to be notified

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immediately while others may be needed later in the incident, depending on the event. The following is a list of agencies and stakeholders that a water system should have updated contact information. Since this list has many contact names and phone numbers, this information should be reviewed annually to ensure that current information is provided.

The initial notification response to any emergency should be to “911” for the needed first responder and then to the Department of Health Services-Drinking Water Program. The Department of Health Services – Drinking Water Program is the Drinking Water Primacy Agency in California and has regulatory jurisdiction over all public water systems in the state.

Contact to the CDPH-DWP should be to their District Engineer. If the water system is unable to contact the District Engineer (or one of their staff), the water system should use the California Office of Emergency Services (OES) Warning Center Phone Number: 1-800-852-7550, which is a 24/7 phone number. A second phone number for the OES Warning Center is 916-845-8911. A duty officer will answer the CA OES Warning Center phone call and refer to statewide emergency phone numbers. In order to assist the duty officer-it will expedite response if you request the California Department of Health Services (CDPH) duty officer. The CDPH duty officer will then call management staff in the Drinking Water Program to respond to the emergency.

Depending on the magnitude of the event, the following state agencies may also need to be contacted:

- ◆ Office of Emergency Services (OES) Warning Control Center.
- ◆ Department of Water Resources.
- ◆ Department of Fish and Game.
- ◆ Regional Water Quality Control Board.
- ◆ Department of Toxic Substances Control.
- ◆ Federal Bureau of Investigation (FBI)
- ◆ USEPA
- ◆ Local County Health Department
- ◆ County Health Department
- ◆ County Environmental Health Departments
- ◆ Local Agencies/Facilities
- ◆ County and State Offices of Emergency Services
- ◆ Hospital and Critical Care Facilities
- ◆ Water District Customers

5. Initial Notifications

First Responders

911 - If the situation is an emergency that needs response from local fire, law enforcement, medical or hazardous materials team (HAZMAT), calling 911 should be the first immediate call.

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Water system staff should be aware of where and how they are calling 911. If the water system staff calls “(831) 636-4100” from a cell phone, then the call is routed to the nearest California Highway Patrol Office, which may be in another city or county, and not in the immediate local 911 area. Typically a direct phone number for the local 911 can be provided to the water system-contact your local first responders to get this phone number for cell phones.

Local Police and Sheriffs

Water systems should establish an ongoing relationship with the local police and sheriff offices that serve their service area. It is good practice to get them familiar with water system facilities. If they are called out to an incident, they will then be familiar with some basic aspects of the water system. Water systems that have large service areas that cover several cities or large areas should have contacts for each police and sheriff agency in their service area.

Fire and Hazmat

If the emergency incident involves an unknown substance and possible contamination of the water system, the first responders will more likely be the local fire department and/or HAZMAT team. Most Hazmat teams are part of the local fire department, but some may be special teams under county or city jurisdiction.

Like law enforcement agencies, water systems should know all the fire departments and/or HAZMAT teams that serve their service area and maintain contacts with those agencies. Contact your local county Office of Emergency Services to obtain the local HAZMAT teams that have jurisdiction in your area.

Drinking Water Primacy Agency

California Department of Public Health Drinking Water Program has regulatory jurisdiction for public water systems and should be one of the first agencies to be contacted in almost all emergency events. Contact should be to the District Engineer. In most emergency events, it is not appropriate to leave a message on the District Engineers voicemail. If the water system is not able to contact the District Engineer-they should call the State Warning Center 24/7 phone number as described in Section 6.3. The District Engineer will be able to assist the water system in:

- ◆ Inspections of water treatment plants, storage facilities, watersheds (chemical contamination, sewage spills, erosion, and drainage diversions).
- ◆ Water Quality Sampling.
- ◆ Consulting with water system staff/operators.
- ◆ Providing technical assistance.

**City of Hollister Water System
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- ◆ Documenting the disaster's effect on the water system through photographs and reports.
 - ◆ Keeping local officials advised of the current drinking water situation.
 - ◆ Review plans and specifications for reconstruction projects, and issue amended permits as needed.
 - ◆ Laboratory Sampling Analysis
- a. Depending the magnitude of the event, the following state agencies may also need to be contacted:
- ◆ Office of Emergency Services (OES) Warning Control Center.
 - ◆ Department of Water Resources.
 - ◆ Department of Fish and Game.
 - ◆ Regional Water Quality Control Board.
 - ◆ Department of Toxic Substances Control.

Federal Agencies

Federal Bureau of Investigation (FBI) - If the event is a known terrorist incident or a direct written or phone threat against the water system, the FBI is to be contacted as soon as possible. There are four regional offices that have Key Asset Coordinators/Special Agents that should be contacted. The water system should report an emergency by calling the 24/7 phone numbers, which are listed below for each of the four regional offices in California. A link to the regional offices is also provided to allow water systems to check what region they should report an event.

San Francisco - (415) 553-7400 <http://sanfrancisco.fbi.gov/>

Los Angeles - (310) 477-6565 <http://losangeles.fbi.gov/>

Sacramento - (916) 481-9110 <http://sacramento.fbi.gov/>

San Diego - (858) 565-1255 <http://sandiego.fbi.gov/>

USEPA

The US Environmental Protection Agency Drinking Water Program is not a direct response agency. US EPA, through its "Superfund Response Program" has emergency response resources for incidents related to environmental chemical releases. These resources are not "first response" resources and should be requested through the SEMS/NIMS process.

County Health Department

The County Public Health Officer is responsible for all public health issues within their county. They should be notified of any event that could affect public health within their county. In the event of an emergency that will require financial and technical assistance through the CA Mutual Aide System, the County Public Health Officer will be one of the officials that can declare a "State of Emergency" and request assistance from the Regional and State OES. The County

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Public Health Officer also will have access to disease surveillance data within the county. If you do not have the contact information of the current County Health Officer, contact your District Engineer.

County Environmental Health Departments

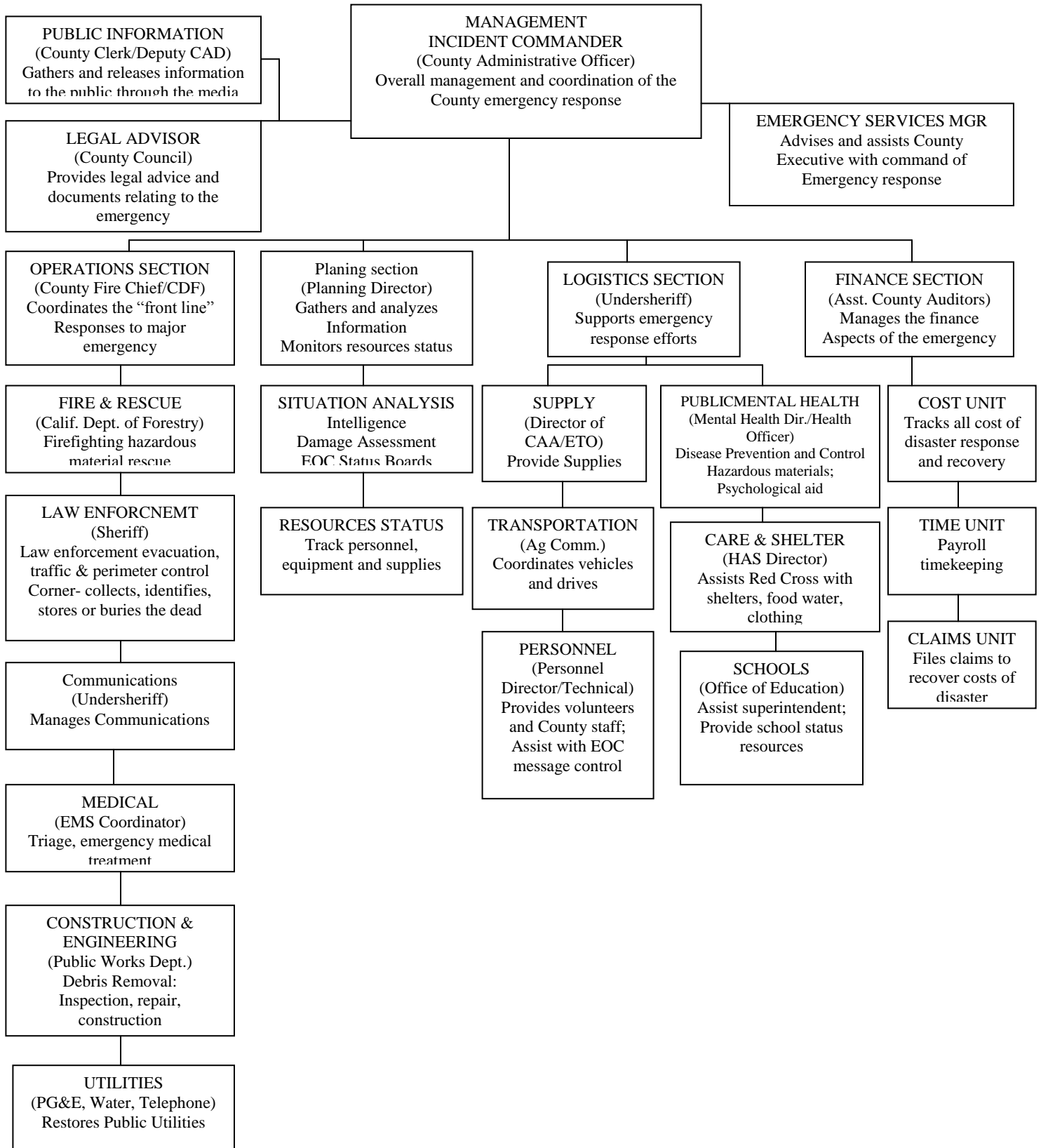
Many County Environmental Health Departments have been delegated primacy for the small water systems serving less than 200 service connections within the county. The Environmental Health Departments have contacts with the Department of Health Services as well as many county HAZMAT teams. If you do not have the contact information of the current County Director of Environmental Health Department, contact your District Engineer.

County and State Offices of Emergency Services

The County and State Offices of Emergency Services (OES) provide support and coordination of resources during an emergency. Water systems should work with their County OES to establish requesting protocols for State OES resources utilizing SEMS/NIMS. If additional or specialized resources are needed during an emergency, OES should be able to dispatch those resources to the emergency.

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**San Benito County
Operational Area Emergency Organization**



Hospital and Critical Care Facilities

It is important to know location and contact information for all the critical care facilities and hospitals in your service area. An emergency or contamination event in the water system can effect the operations of these facilities.

Customers

It is important that a water system be able to communicate with their customers. All means of communication need to be explored to effectively communicate with customers. The Water Quality Emergency Notification Plan (WQENP), as required under Section 116460, California Health and Safety Code, is a significant part of a water system plan to communicate with their customers. The WQENP should be included in the Appendix of the ERP. The WQENP is a standard form that contains specific information for the CDPH District Engineer and the County. Contact your District Engineer for the current WQENP form.

6. Response Procedures

Personnel will, as quickly as possible, determine the status of other employees, assess damage to water and wastewater system facilities, provide logistics for emergency repairs, monitor progress of repairs and restoration efforts, communicate with health officials and water users according to the “Emergency Notification Plan” on file with the regulatory agency (i.e., Department of Health Services (DHS) or Local Primacy Agency (LPA)), and document damage and repairs.

7. Public Notice Procedures

Public notice procedures should be developed before the disaster and not during the event. Public notices are a significant part of communicating with customers. Standard public notifications for water outage/low pressure problems, Boil Water Order (BWO), Unsafe Water Alert (UWA) or Do Not Drink Notices have been developed by CDPH for use during an emergency. Each utility will need to modify the standard forms with specific contact information and guidance to customers depending on the nature of the emergency event. In addition, water systems need to have copies of public notices in the appropriate languages used in their service areas.

A BWO, UWA or Do Not Drink Notice can be issued by one, or a combination of the following agencies:

- ◆ CDPH – Drinking Water Program (Designated personnel-District Engineer, Regional Engineer or Branch Chief).
- ◆ Local County Health Department (Designated personnel-County Health Officer or Director of Environmental Health Department for small water systems under county jurisdiction).

- ◆ Affected Water System (Designated personnel-responsible person in charge of the affected water system, i.e., Director of Water Quality, Manager, Director of Water Department, Director of Public Works, Owner, etc. The water systems ERP should identify the designated personnel in their ERP).

All public notifications (BWO, UWA or Do Not Drink Notices) should be coordinated with the CDPH District Engineer, County Environmental Health Department and the County Health Officer prior to issuing a public notice. However, any one of the three agencies should act immediately to issue a BWO or UWA, if delays will jeopardize public health and safety. The CDPH District Engineer or the water system must notify the County Health Department and the County Health Officer prior to or immediately after issuing a public notice. Notice must be given to a person, a message left on voicemail is not sufficient. Coordination of this notification should be identified in the ERP. Whenever a BWO/UWA has been issued, the CDPH DWP also needs to notify two other CA Department of Health Services Agencies- DHS Food and Drug and DHS Licensing and Certification. The CDPH DWP District Engineer will notify the other two CDPH agencies of the BWO/UWA issued.

The following standard public notices are provided in the Appendix of this manual.

Consumer Alert During Water Outages or Periods of Low Pressure

If a water system is experiencing power outages, water outages or low pressure problems, a consumer alert may be issued to the public. The notice provides consumers information on conserving water and how to treat the water with household bleach if the water quality is questionable.

Boil Water Order (BWO)

A BWO should be issued when minimum bacteriological water quality standards cannot be reasonably assured. To assure public health protection a BWO should be issued as soon as it is concluded by the designated personnel that the water supply is or may be biologically unsafe. Examples of these situations include:

1. Biological contamination of water supply system, including but not limited to:
 - ◆ Positive total or fecal coliform bacteriological samples;
 - ◆ Prolonged water outages in areas of ruptured sewer and/or water mains;
 - ◆ Failed septic tank systems in close proximity to ruptured water mains;
 - ◆ Ruptured water treatment, storage, and/or distribution facilities in areas of known sewage spills
 - ◆ Known biological contamination;
 - ◆ Cross-connection contamination problems;
 - ◆ Illness attributed to water supply.

2. Unusual system characteristics, including but not limited to:
 - ◆ Prolonged loss of pressure;
 - ◆ Sudden loss of chlorine residual;
 - ◆ Severe discoloration and odor;
 - ◆ Inability to implement emergency chlorination.
3. Implemented due to treatment inadequacies.

Unsafe Water Alert (UWA)/“Do Not Drink”

In the event a water quality emergency due to known or suspected chemical (non-bacteriological) contamination to a water system a UWA or “Do Not Drink” should be issued. Water should not be used for drinking and cooking, but may be used for sanitation purposes. Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to:
 - ◆ Ruptured water distribution system (storage tanks, mains) in area of known chemical spill coupled with loss of pressure;
 - ◆ Severe odor and discoloration;
 - ◆ Loss of chlorine residual;
 - ◆ Inability of existing water treatment process to neutralize chemical contaminants prior to entering the distribution system.
2. Threatened or suspected acts of sabotage confirmed by analytical results, including but not limited to:
 - Suspected contamination triggered by acts of sabotage or vandalism.
3. Emergency use of an unapproved source to provide a supplemental water supply.

Unsafe Water Alert (UWA)/“Do Not Use”

In the event a known or suspected contamination event to a water system, where the contaminate may be chemical, biological or radiological a UWA or “Do Not Use” should be issued. Water should not be used for drinking, cooking, or sanitation purposes. Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to
 - ◆ Terrorist contamination event.

The public information officer for a water system needs to be assigned before an emergency occurs. The water system public information officer (PIO) will need to coordinate with all the other agencies PIOs. If more than one agency is involved in an emergency, a joint information center (JIC) will probably be established. If a BWO or UWA is issued, the water system should notify the PIOs in the EOC immediately.

Media Notification

Dealing with and notifying the media is one of the most significant communication tasks. Any dealing with the media during an emergency should come from one unified source-typically from the EOC. If more than one source communicates with the media, there will be conflicting information that will give the appearance all the agencies involved in the emergency do not know what they are doing. The media is a good way to communicate with water system customers. Boil Water Orders, Unsafe Water Alerts, and other public notices can be distributed through the media. Again this is only effective if the information is coordinated through one source (the JIC) and one message is delivered to the public.

Cancellation of Public Notification

Once a BWO/UWA is issued, the only agency that can rescind the public notice is the drinking water primacy agency. CDPH DWP will not lift the BWO until two rounds, collected one day apart, of coliform bacteria samples have been analyzed and the results are negative. The two sets of sample results should be faxed to the CDPH DWP District Office for final approval before rescinding the BWO. Special chemical sampling will be required to rescind an UWA, please contact the CDPH DWP District Office to determine required sampling.

- ◆ See SSCWD public notices in Section “Public Notification” of this Manual.

8. Water Quality Sampling

NOTE: Laboratory protocols and procedures identified are still under development by Federal and State Agencies. This section will continue to evolve and updates will be provided as necessary.

During an emergency, there are several types of water quality sampling that may need to be analyzed depending on the actual event. If it is natural disaster, flood or power outage, sampling will probably only include bacteriological samples, turbidity and chlorine residual samples if the system is chlorinated. However, if the event is a terrorist act or contamination event, the sampling will include a full scan of Weapons of Mass Destruction (WMD) chemical, radiological and microbiological (unless the actual contaminant used is known).

Laboratory Resources

In general there are four different types or ownership of laboratory facilities in California that can analyze drinking water samples, which are listed below:

1. Commercial/private laboratories
2. County Public Health Laboratories
3. State Department of Health Services Laboratories
4. Research Facility/Specialty Laboratories

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In general, laboratories are grouped into two broad categories – chemical or biological. Chemical laboratories include: general environmental chemistry laboratories, radiological laboratories, and specialty laboratories that may be able to handle and analyze exotic contaminants, such as chemical weapons and radionuclides. Biological laboratories include: environmental microbiology laboratories and the Laboratory Response Network (LRN) that typically analyze clinical samples for pathogens and select biotoxins.

CDPH Laboratory

The CDPH Sanitation and Radiation Laboratories Branch (SRLB) is organized within the Division of Drinking Water and Environmental Management (DDWEM). SRLB is the State's primary drinking water quality testing laboratory and is the only State laboratory capable of measuring environmental radiation. Its primary mission is to provide analytical services, reference measurements and technical support pertaining to the State's Drinking Water and Radiologic Health Programs.

SRLB has two laboratories. The Southern California Section is located in Los Angeles and performs microbiological, inorganic and organic testing in various water matrices. The Northern California Section, located in Richmond, carries out inorganic and organic analyses in water, and radiochemical testing in various environmental matrices in addition to water. The SRLB in conjunction with the CDPH Microbial Disease Laboratory (MDL) does microbiological analyses including biotoxins.

California Mutual Aid Laboratory Network (CAMAL Net)

The CDPH SRLB, in conjunction with the water utilities, USEPA Region IX laboratory in Richmond, Lawrence Livermore National Laboratory, and the California Department of Water Resources, have formed a laboratory network, CAMAL Net, to address laboratory capacity issues associated with possible drinking water related contamination events. CAMAL Net establishes a triage system to process samples when water systems or commercial laboratory methods are not available or the water system lacks capacity within their own lab. The CAMAL Net system will not handle any samples where field screening indicates that the sample may contain a CDC listed WMD agent. The list of WMD agents can be found on the Centers for Disease Control and Prevention webpage at <http://www.bt.cdc.gov/>. Any request for analysis through the CAMAL Net system needs to be approved by the CDPH DWP District Engineer in your jurisdiction prior to collection of water quality samples to be processed.

Chemical Analysis Classification

The CDPH along with its stakeholders and federal partners are in the process of developing an algorithm to assist California water systems, public health agencies, law enforcement, and first responders with the identification of possible chemical agents in drinking water contamination events. A draft version has been developed and it is anticipated that a final version will be released in the near future. The final version will become an appendix to this document.

Biological Analysis Classification

The LRN for Bioterrorism has ranked laboratories (Level A, B, C or D) based on the type of safety procedures they practice.

- ◆ Level A Lab uses a Class II biosafety (BSL) cabinet
 - ◆ Level B Lab is a BSL-2 facility + BSL-3 safety practices
 - ◆ Level C Lab is a BSL-3 facility
 - ◆ Level D Lab is a BSL-4 facility
-
- ◆ Level A Labs are used to rule out and forward organisms.
 - ◆ Level B Labs are used for limited confirmation and transport.
 - ◆ Level C Labs are used for molecular assays and reference capacity.
 - ◆ Level D Labs are used for the highest level of characterization.

Currently, in California there are: 28 Level A labs, 10 Level B labs, 2 Level C labs. The two Level C laboratories are the LA County Public Health Laboratory, Los Angeles, CA and the CDPH MDL in Richmond, CA. Lawrence Livermore National Laboratory is also a Level C laboratory, but access to them is restricted. The only Level D laboratories available in the LRN are the national laboratories, such as those at the Center for Disease Control and Prevention (CDC) and the Department of Defense. These laboratories test and characterize samples that pose challenges beyond the capabilities of the Level A, B, and C reference labs, and provide support for other LRN members during a serious outbreak or terrorist event. The most dangerous or perplexing pathogens are handled only at the Bio-Safety Level 4 laboratories at CDC and the U.S. Army Medical Research Institute of Infectious Diseases (USAMRIID).

Natural Disaster

During a natural disaster, flood, earthquake, fire etc., sample collection and analysis will be available to the water system by their normal laboratory resources. Sampling will primarily consist of regulatory bacteriological samples and turbidity to show that the system has been flushed out. The water system may also be collecting chlorine residual samples throughout the system with a field chlorine test kit.

Terrorist Event/Contamination Event

Once a threat warning has occurred and the utility has deemed the threat confirmed, it will be necessary to collect water quality samples. The decisions made from the time of the threat warning to the time the threat is confirmed is specific to each individual event. This “credibility stage” as referred to in the EPA Response Toolbox may take the utility between 2 – 8 hours and should involve consultation with local first responders, CDPH DWP (Drinking Water Primacy Agency), local Health Department and regional FBI office.

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Assuming the threat is confirmed and credible enough to warrant water quality sampling, several state and federal agencies are involved to collect samples, transport the samples to appropriate laboratory and analyze the samples. The water system's first step in this process is to contact the CDPH-District Engineer so they can notify the CDPH-SRLB of the incoming samples. The following steps are described in more detail below:

- ◆ Emergency Water Quality Sampling Kit (EWQSK)
- ◆ Sample Collection
- ◆ Laboratory Required for Analysis
- ◆ Sample Transport
- ◆ Sample Analysis

Emergency Water Quality Sampling Kit

Contains sample bottles needed for chemical, radiological and microbiological analysis (that could be split into 3 complete sample sets). The original sample kit was developed by Metropolitan Water Department to be used during a terrorist or contamination event. EPA reviewed the sample kit and provided a list of the sample bottles in the EPA Toolbox. The California Mutual Aid Laboratory Network (CAMAL Net) has also reviewed this kit and made some minor changes that will allow water quality samples to be collected under all conditions. The CAMAL Net version of the sample kit has been finalized for deployment. This kit will continue to evolve as the US EPA develops sampling protocols for these new constituents in drinking water. The estimated cost of one kit is approximately \$200. The EWQSK should remain sealed before the sample is collected. Since some of the sample bottles contain reagents that expire, the bottles in each kit should be replaced annually.

CDPH-DWP will purchase the supplies to create enough EWQSK to supply 2-3 in each DWP District Office. If water systems do not want to purchase and maintain their own kits, then the DWP will provide one of these kits in the event of an emergency. Requests for these kits should be made to the District Engineer when the water system reports the incident. Travel time from the District Office to the water system should be incorporated in the water system's emergency response plan.

Sample Collection

Several types of samples may need to be collected depending on the event. The FBI will collect samples for the crime scene investigation. The water system needs to collect samples for public health to determine if the water is safe for consumption using the EWQSK for public health. The Department does not recommend that water system staff collect samples for the EWQSK due to liability issues. Several responding agencies are available for EWQSK sample collection – local HAZMAT, FBI, California National Guard Civilian Support Team (CST) or USEPA. Each agency has the proper personal protection material to minimize exposure to any possible agent. In addition, each agency has field screening kits that will provide a preliminary screen for several WMD agents that will help identify the required laboratory resources needed.

Laboratory

Depending on the results of the field screening and actual event, the required laboratories need to be notified and prepared to accept the samples. If an EWQSK (supplied by water system or CA DHS DWP) is used, the CAMAL Net and the LRN need to be notified and involved in the process for laboratory selection. The first step in this process is for the District Engineer working with the water system to contact SRL.

Sample Transport

Depending on the responding agencies, field screening, the ICS will decide how the samples will be transported to the appropriate lab. Since the samples may be used for the crime investigation, proper chain-of-custody must be maintained. The possible agencies and field screening, depending on the event, are: local HAZMAT, CHP, FBI, CST, or US EPA.

Sample Analysis

Once the samples are delivered to the appropriate laboratory, they may be split for analysis to different laboratories. The transport and laboratory testing protocols will be handled by the CDPH SRLB laboratory. Sample results will be shared through the ICS. Please note that sample analysis may take days to weeks to complete depending on the complexity of analysis.

9. Restoration and Recovery

The CA OES "Emergency Planning Guidance, Public and Private Water Utilities", Section 12 is a good reference for restoration and recovery. The following excerpt was taken from the "Emergency Planning Guidance for Public and Private Utilities", March 1999. The entire document can be found on the Governor's Office of Emergency Services Website at: [http://www.oes.ca.gov/oeshomep.nsf/all/WaterUtilities/\\$file/H2o_.pdf](http://www.oes.ca.gov/oeshomep.nsf/all/WaterUtilities/$file/H2o_.pdf)

The recovery process begins during the response phase. It is important to start damage inspections, reporting, and recordkeeping as soon as the plan is activated. The items below may assist the water utility in recovery activities.

Initial Recovery Activities

- ◆ Designate a disaster recovery coordinator (may or may not be EOC director) and notify all appropriate regulatory agencies.
- ◆ Complete detailed evaluations of all affected water utility facilities and determine priorities for permanent repair, reconstruction, or replacement at existing or new locations.
- ◆ Begin repair activities design and make bids for contractor services.
- ◆ Make necessary repairs to the system and untag repaired facilities and equipment.

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- ◆ Restore all telecommunications, data processing, and similar services to full operation.
- ◆ Complete assessment of losses and costs for repair and replacement, determine approximate reimbursements from insurance and other sources of financial assistance, and determine how residual costs will be financed by the water utility.
- ◆ Define needs for additional staff, initiate recruitment process, and adopt temporary emergency employment policies as necessary.
- ◆ Execute agreements with vendors to meet service and supply needs.
- ◆ Reevaluate need for maintaining the emergency management organization; consider returning to the normal organizational structure, roles, and responsibilities when feasible.
- ◆ Collect cost accounting information gathered during the emergency and prepare request for Emergency Disaster Funds (follow FEMA and State OES requirements).
- ◆ Debrief staff to enhance response and recovery efforts in the future by identifying lessons learned, developing action plans and follow-up mechanisms, and providing employee assistance programs if needed.
- ◆ Prepare After-Action Reports as required. Complete reports within six months of the event (90 days for public utilities which are part of a city or county government.).
- ◆ Identify recommendations

Long Term Recovery Activities

- ◆ Initiate permanent reconstruction of damaged water utility facilities and systems.
- ◆ Restore water utility operations and services to full pre-event levels.
- ◆ Continue to maintain liaison as needed with external agencies.

Assistance Programs - The State of California Office of Emergency Services administers several programs designed to assist victims of a disaster. They include Public Assistance, Individual Assistance, and Hazard Mitigation Public Assistance (PA) administers state disaster relief programs under the Natural Disaster Assistance Act, and federal disaster assistance programs under various federal laws and regulations, including the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288 as amended), the Code of Federal Regulations (CFR), and the State Administrative Manual. These regulations designate the State of California as “grantee” for all federal public assistance funding available to agencies of state government, local governments, and certain private non-profit organizations that provide essential services of a governmental nature to the general public, including water utilities. As grantee, the state is responsible for the processing of sub-grants to public assistance applicants in accordance with 44 CFR, parts 13, 14, and 206, and its own policies procedures. PA works closely with the Federal Emergency Management Agency to process Damage Survey Reports. It dispatches inspection teams and conducts applicant briefings. This unit is led by OES, with support drawn from other state agencies. Under the Public Assistance Program, public and private non-profit water utilities may be eligible for public assistance to reimburse the work and associated costs of responding to and recovering from a disaster if the costs:

- ◆ Are a direct result of the declared event and not a pre-disaster condition or result of some other event;
- ◆ Are located within the area designated by FEMA as eligible for assistance;
- ◆ Are the legal responsibility of the eligible applicant; and
- ◆ Are not eligible for assistance under another federal program (this applies to permanent restoration work only).

Hazard Mitigation - Following a presidential disaster declaration, the Hazard Mitigation Grant Program is activated. The program's purpose is to fund projects which are cost-effective and which substantially reduce the risk of future damage, hardship, loss, or suffering from a major natural disaster. Virtually all types of hazard mitigation projects are eligible provided they benefit the declared disaster area and meet basic project eligibility requirements. Types of eligible projects will be identified from those mitigation measures identified in the State Hazard Mitigation Plan, hazard mitigation team reports, and issues unique to the disaster event. The priorities of funding will be established and the program administered by OES.

Expenditure Documentation - One of the critical aspects of any major emergency or disaster is collecting information on the costs related to response and recovery. The ability of the utility to recover costs or receive disaster assistance from the state and federal governments is predicated on its eligibility and ability to document its costs.

10. Emergency Response Training

Training provides the means for staff involved in a response to acquire the skills necessary for them to fulfill their role during an emergency. Not only is training on the water utility's emergency response plan critical for effective implementation, individual training to perform certain functions expected in the plan is just as important. It is important for Water Utility management to create a training policy that emphasizes plan implementation, emergency management, and employee health and safety. The training policy can be an independent policy or part of an overall emergency preparedness policy for the utility. Individual roles established in the emergency response plan should dictate the type and level of training that is necessary.

Exercises and Drills

As a part of City of Hollister Water Department overall emergency preparedness periodic review of COH Emergency Response Plan & Operations and Maintenance Procedures Manual which includes routine training drills, cross trained personnel, routine emergency equipment maintenance operation and testing. All key players are included in the exercises so everyone is familiar with emergency policies and procedures.

11. Resume Normal Operations

The steps that will be taken to resume normal operations and to prepare and submit reports to appropriate agencies will include identifying the nature of the emergency (e.g., earthquake causing water outage/leaks, fire or power outage causing water shortage/outage, sabotage resulting in facility destruction or water contamination).

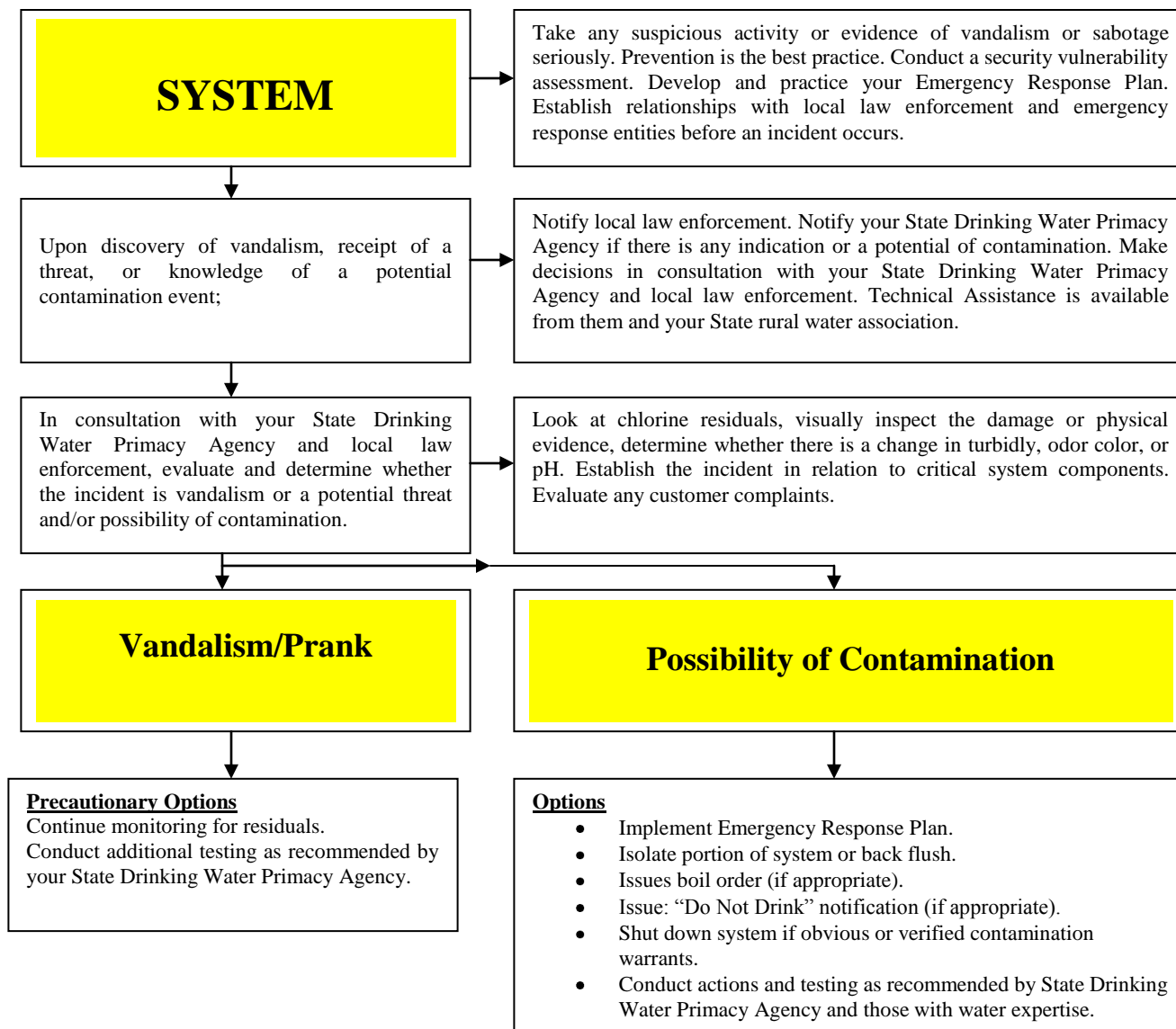
- a. Leaks or service interruption (result of earthquake, etc.)
 - ◆ Isolate leak. Turn power or flow off, if necessary, to control leak.
 - ◆ Repair or isolate break to allow service to the maximum system population possible. Disinfect as per attached AWWA Standards; increase system disinfectant residual as precaution, until normal service is resumed.
 - ◆ Do bacteriological sampling until 3 good consecutive samples are confirmed.
 - ◆ Reestablish normal service.
- b. Low pressure (result of earthquake, fire, storm)
 - ◆ Increase production, if possible, to maximize system output.
 - ◆ Increase disinfection residual as precaution to potential contamination.
- c. Power outage
 - ◆ Place emergency generator online to provide minimum water pressure to system.
 - ◆ Increase disinfectant residual as precaution to potential contamination.
- d. Contamination
 - ◆ Identify location and source of contamination.
 - ◆ If contamination is from system source, isolate or treat source.
 - ◆ If contamination is an act of sabotage, take appropriate action based on nature of contamination. Immediately contact local law enforcement and your regulatory agency (DHS or LPA). Actions should be taken in consultation with the regulatory agency and could include shutting off water until all contaminants are identified.
- e. Physical destruction of facility (sabotage)
 - ◆ Immediately contact local law enforcement and regulatory agency for consultation.

All significant water outages (widespread and lasting more than eight hours) or disinfection failure will be reported to the California Department of Health Services (CDPH) District Office or Local Primacy Agency (LPA) by telephone or equally rapid means. All emergencies will be documented along with action taken, and kept in the files of the water system office. Acts of sabotage will be reported to the local law enforcement agency.

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A Utility Guide for Security Decision Making

These guidelines are designed to assist utilities in determine the level of security concern if a break-in or threat occurs at the water system and to assist the utility in appropriate decision making and response actions. These various steps and actions can be adjusted to meet the needs of specific situations and to comply with individual state requirements. Specific actions should be undertaken in consultation with your State Drinking Water Primacy Agency. Technical assistance is available from you state drinking water primacy agency and state rural water association for prevention initiatives such as vulnerability assessments, emergency response planning, and security enhancements.



- Don not disturb evidence. Document what you see. Keep notes and take photos as you go.
- Collect samples for future analysis and store them appropriately.
- Alert other officials as appropriate and keep the public informed (designate one spokesperson).
- Use the expertise in public drinking water supplies and public health in the decision making process.
- Preventive measures are the best practice to prevent such an incident.
- Prior communication with local law enforcement authorities and local emergency response entities prevents confusion and defines who has responsibility for what, when an incident occurs.

**San Justo Dam
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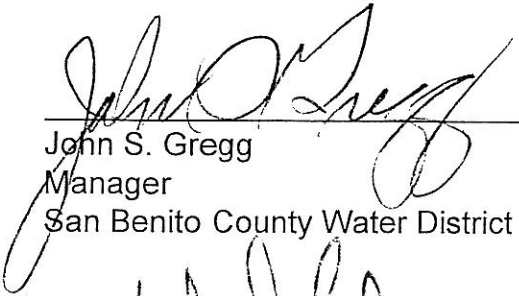
COPY NUMBER	LOCATION
1	San Benito County Water District
2	San Benito County Water District
3	San Benito County Water District
4	San Benito County Water District
5	San Benito County Water District
6	South-Central California Area Office
7	Tracy Office
8	Tracy Office
9	Tracy Office
10	D-8470
11	D-8470
12	MP-200
13	MP-200
14	MP-430
15	MP-430
16	Central Valley Operations CVO-400
17	Central Valley Operations CVO-650
18	Commander, California Highway Patrol
19	County of San Benito Office of Emergency Services
20	County of Santa Cruz Office of Emergency Services
21	County of Monterey Office of Emergency Services

**San Justo Dam
Emergency Action Plans**

CERTIFICATION

We, the undersigned, on this date acknowledge the San Justo Dam Emergency Action Plan as an integral part of emergency response notification and operation procedures that will be implemented in order to protect life during emergency conditions affecting San Justo Dam. The Emergency Action Plan was developed in accordance with Bureau of Reclamation "Emergency Planning and Exercise Guidelines," dated March 1995, and meet the requirements listed in the Reclamation Manual.

Upon annual revision and update of the Emergency Action Plan, signatures and dates on this certification page shall be revised in order to reflect changes in personnel and to keep the Emergency Action Plan officially current on an annual basis.



John S. Gregg
Manager
San Benito County Water District

November 22, 1999
Date



William H. Luce
Area Manager
South Central California - Tracy Area Office

11/2/99
Date

This Emergency Action Plan has been reviewed and meets the requirements of the Commissioner of Reclamation as stated in the Commissioner's Memorandum dated February 27, 1995.



Stephen R. Herbst
Regional Emergency Manager
Mid-Pacific Regional Office

9/30/99
Date

SAN JUSTO DAM EMERGENCY ACTION PLAN CENTRAL CALIFORNIA AREA OFFICE

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REVISION SHEET

This copy includes the following revisions:

Revision No.	Date	Action
1	3/01/2000	Completely revised EAP to February 1995 Guidelines.
2	2/05/2002	Revised Communications Directory with new names and telephone numbers.
3	2/09/2004	Revised Communications Directory with updated names and telephone numbers.
4	5/24/2005	Revised Revision Sheet, Distribution List, and Communications Directory.
5	5/31/07	Revised Revision Sheet and Communications Directory pages Com-1 thru Com-5.

**SAN JUSTO DAM EMERGENCY ACTION PLAN - BASIC PLAN
SOUTH CENTRAL CALIFORNIA AREA OFFICE**

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Engineering	BAS-17
Underwater Examiners	BAS-17

I. GENERAL GUIDELINES

A. INTRODUCTION

San Justo Dam and Dike are zoned earth and rockfill structures that form San Justo Reservoir. The lake, with a capacity of 11,000 acre-feet, furnishes municipal, industrial, and irrigation water to Zone 6 of the San Benito County Water District (District) including the cities of San Juan Bautista and Hollister and numerous small community water systems.

San Justo Dam could present a significant hazard potential to the downstream area as a result of failure or misoperation. In the event of a dam failure, some loss of life and appreciable economic loss would probably occur.

Emergency preparedness is defined as being prepared ahead of time with a plan of action for use when unusual or hazardous situations arise. An Emergency Action Plan (EAP) was developed for San Justo Dam primarily for use by San Benito County Water District personnel who are responsible for operating the facility. The EAP defines "who does what, where, when, and how" in an emergency situation or unusual occurrence affecting San Justo Dam.

An emergency situation is an event that develops suddenly and unexpectedly. It demands immediate attention because it could endanger the structural integrity of the dam or endanger downstream property and persons.

An unusual occurrence is an event that takes place or a condition which develops that is not normally encountered in the routine operation of the dam and reservoir. It may endanger the dam, appurtenant structures, District personnel, or the public.

Certain conditions may develop at San Justo Dam that will require warning and evacuation of the population at risk located downstream. The EAP must be interconnected with local emergency operations plans (LEOP) and/or warning and evacuation plans/annexes developed by local public safety officials to help ensure warning and evacuation will be carried out in the event of an emergency situation at San Justo Dam.

Warning and evacuation planning and implementation are the responsibility of the downstream local authorities having jurisdiction in areas that will be inundated by flood releases from or failure of San Justo Dam and/or Dike.

This EAP is designed to help ensure:

- ✓ The public will receive and understand official information related to evacuation.
- ✓ The public will act in its own interest and evacuate dangerous areas when advised to do so by local authorities.

B. PURPOSE AND SCOPE

The San Justo Dam EAP is intended to help emergency officials save lives and reduce property damage in the event of flooding caused by large releases from the dam, dam failure, or other types of events that present hazardous conditions. The EAP will guide San Benito County Water District personnel in identifying, monitoring, responding to, and/or mitigating problems involving dam failure, potential dam failure, damaging or life-threatening inflows and releases, or other serious conditions at San Justo Dam.

C. RESPONSIBILITY AND AUTHORITY

General information on the purpose of the project, directions for traveling to San Justo Dam, and the responsibility and authority for operations are described in the Standing Operating Procedures, Chapter

I: General Information. The responsibility and authority for the emergency management personnel is as follows:

1. **San Benito County Water District (SBCWD) Operations and Maintenance Supervisor**

The SBCWD Operations and Maintenance Supervisor will normally be the initial contact in the event of an unusual occurrence at San Justo Dam during normal working hours. The On-Call Supervisor will be the initial contact in the event of an unusual occurrence outside normal working hours. During an emergency event, the SBCWD Operations and Maintenance Supervisor will be notified by the employee reporting the unusual occurrence, or the On-Call Supervisor if after normal working hours. The SBCWD Operations and Maintenance Supervisor, or On-Call Supervisor along with the SBCWD Manager, shall determine the nature and severity of the emergency and notify appropriate disaster preparedness agencies of the situation. They will take whatever actions deemed necessary to save the structure or lessen the impact of failure to downstream populations should failure occur.

2. **SBCWD Manager**

The SBCWD Manager will be notified of the situation by the SBCWD Operations and Maintenance Supervisor, or On-Call Supervisor during an unusual event. As previously stated, the SBCWD Operations and Maintenance Supervisor, or On-Call Supervisor along with the SBCWD Manager shall determine the nature and severity of the emergency and notify appropriate disaster preparedness agencies of the situation. They will take whatever actions deemed necessary to save the structure, or to lessen the impact of failure to downstream populations should failure occur.

3. **SBCWD Incident Commander (IC)**

If the Incident Command System is deemed necessary by the Operations and Maintenance Supervisor and the SBCWD Manager, an Incident Commander will be appointed to direct the operations toward responding to the emergency situation.

The IC is responsible for the onsite monitoring of conditions at San Justo Dam and for ensuring that notifications to the appropriate emergency response agencies are made in a timely and accurate manner. The IC is also responsible for providing subsequent notification and protective action recommendations, accompanied by appropriate emergency public information to the appropriate emergency response agencies to assist them in making timely and accurate decisions regarding their warning and evacuation responsibilities.

To assist in the above tasks, the IC will appoint the following personnel as needed:

- a. **Planning/Intelligence Officer** - gathers and assesses information related to the emergency situation and forecasts or projects where the emergency situation is headed.
- b. **Operations Officer** - implements priorities established by the Incident Commander in the operation of San Justo Dam with respect to the emergency situation.
- c. **Public Information Officer** - acts as liaison between SBCWD and the media, will coordinate press releases, may aid the Incident Commander in making the notifications to pertinent agencies, etc.
- d. **Logistics Officer** - obtains the resources (materials or personnel) to support the emergency operations.
- e. **Finance/Administration Officer** - tracks all costs related to the emergency operations, will coordinate requisitions and contracts.

4. **SBCWD Personnel**

During an unusual occurrence, the appropriate SBCWD personnel will be notified by the SBCWD Operations and Maintenance Supervisor. During an emergency event, the appropriate SBCWD personnel will be notified by SBCWD Dispatch. The following is a listing of SBCWD personnel who will be notified:

District Manager
Data Processing Supervisor
Water Programmer III
Administrative Services Officer
Engineer

The SBCWD Personnel shall begin measures to mitigate the emergency condition as directed by the Operations and Maintenance Supervisor and the SBCWD Manager.

5. **South Central California Area Office Emergency Official (EO)**

The SCCAO EO will be responsible for ensuring that the San Benito County Water District has enough support to implement the Incident Command System if the situation warrants.

6. **San Benito County Office of Emergency Services**

The Office of Emergency Services is responsible for beginning the call-down sequences and initiating and coordinating emergency operations with other appropriate local, State, and Federal authorities as outlined in their local emergency operations plans or warning and evacuation plans specific to San Justo Dam.

7. **Local Authorities**

Responsible for carrying out warning and evacuation of populations at risk located downstream from San Justo Dam should conditions warrant.

D. **EXERCISING AND UPDATING PLAN**

1. **Exercising Plan**

Emergency incidents at dams or dam failures are not common events; therefore, training and exercises are necessary to maintain operational readiness, timeliness, and responsiveness. An emergency exercise program should include the following five components:

- a. **Orientation Exercise** - The Orientation introduces participants to the EAP and procedures within the EAP. It may involve all levels of personnel from SBCWD to the Bureau of Reclamation. It may also include a review of past cases for lessons learned.
- b. **Communications Drill** - The Drill tests single emergency response functions and usually involves actual field response, for example, a communications drill where actual phone calls would be made. The drill focuses on a single limited portion of the overall response system.
- c. **Tabletop Exercise** - A discussion exercise that is based on an emergency situation. It creates an environment for coordinated problem solving and response with an ongoing discussion of appropriateness of actions taken and decisions made and clarification of roles and responsibilities. This is a low-stress exercise, often in combination with the Orientation Exercise, that is based on the EAP.
- d. **Functional Exercise** - The Functional provides a realistic training experience for the

participants and can be an exercise of one particular function of the EAP or of all functions. It coordinates the emergency management teams, reinforces established policies, and evaluates resource capabilities. This is a high-stress exercise that involves a sequence of timed messages (bits of information that are given to the participants as the emergency unfolds) and simulated communication.

- e. **Full-scale Exercise** - The Full-scale exercise is the closest experience to a real event. In this exercise, resources are deployed, real-time is used, and there is a very high stress level. A real emergency event may count toward a Full-scale Exercise.

For Reclamation and the dam operating organizations, the orientation exercise, communications drill, tabletop exercise, and functional exercise should receive the most emphasis in their emergency exercise schedules.

Orientation seminars should be conducted annually and prior to conducting any tabletop exercises. The Communications Drill should be performed quarterly and any resulting revisions be promptly distributed. Tabletop exercises should be conducted every 3 years for high hazard dams, as required in the Commissioner's *Policy for Establishing an Emergency Management Program at Reclamation Facilities*, dated February 27, 1995. The policy also states that Functional exercises be conducted every 6 years. Tabletop exercises should be conducted prior to any Functional exercises. Full-scale exercises should be considered as optional emergency exercise activities.

Key personnel from State and local emergency management agencies should be invited to participate in any training and exercises of the dam operating organization whenever possible and as appropriate.

Testing of monitoring and sensing equipment at remote/unattended dams should be included in emergency exercise activities.

Emergency exercises and equipment tests should be evaluated in writing; and the emergency action plan should be revised and corrected, as appropriate, for any identified deficiencies.

2. Updating Plan

Emergency action plans should be considered "living" documents. This means that:

- a. They will never be complete.
- b. They will be reviewed annually.
- c. Reviews should include participation of local authorities when possible.
- d. All updates should be made promptly. Updated pages should have the revision date printed as a footer.

Changes that may frequently require revision and update of emergency action plans include changes in personnel of involved organizations and changes in communications systems. As a minimum, review of office telephone numbers and appropriate personnel included in notification flowcharts should be conducted.

During the review of emergency action plans, a comprehensive evaluation of the adequacy of the plan should be made as well. This evaluation should include participation of local authorities and should be in addition to any emergency exercises that are conducted.

A random sampling of telephone numbers listed in the communications directory should actually be called quarterly and during any emergency exercises conducted in order to verify their

accuracy.

An evaluation should be made of any changes to the dam and/or flood plain. Changes should be noted in the emergency action plan. A notice and summary of the review should be sent to all participants.

II. EMERGENCY PROCEDURES

A. DETECTION OF EVENT

Being able to detect an event at San Justo Dam is a mandatory first step for developing any emergency procedures. A detailed list and explanation of critical events or conditions that could be observed during developing emergency incidents are included in section "IV. Emergency Events and Initiating Conditions" of this plan.

B. DECISION MAKING

Once an event has been detected and analyzed at San Justo Dam, an effective transition into a clearly defined decision making process will occur as outlined in section "III. Response Levels System" of this Plan. The Response Levels System will assist the SBCWD Operations and Maintenance Supervisor, SBCWD Manager, and other involved personnel in making critical decisions and implementing procedures and responses. These actions will effectively provide for the public safety of populations at risk located downstream from San Justo Dam while also guiding dam operators in gathering data and taking action to manage and control the incident at the site.

When and if the Incident Command System is implemented, the SBCWD Incident Commander, as head of the emergency operations organization, will be the designated authority who will make needed decisions and who will authorize immediate expenditures so that repair work will not be delayed. To assist the SBCWD Incident Commander in making effective decisions regarding repair work on the dam or facility, Section IV.D. "Equipment, Materials, Labor, Engineering, and Underwater Examiners" of these plans includes a listing of resources for use during an emergency. The materials portion includes sources for clay, sand, gravel, stone, riprap, sandbags, cement, plastic sheeting, etc.

C. NOTIFICATION

Initial notification of a problem affecting San Justo Dam will be made in one of the following ways: via 911 if San Justo Dam appears to be in imminent danger of failing or is failing, via SBCWD Dispatchers, or via radio. If the problem warrants, the SBCWD Operations and Maintenance Supervisor along with the SBCWD Manager, will implement the Incident Command System and appoint an Incident Commander who will assume responsibility for the problem and subsequent actions.

Once notified of an event, initial documentation of that event is critical. The following report forms are to be used when recording various emergency situations and unusual occurrences:

1. **Emergency Event/Unusual Occurrence Report** - for reporting emergency events and unusual occurrences *other than* earthquakes, bomb threats, and oil and hazardous spills (Figure 1).
2. **Earthquake Damage Report** - for reporting earthquakes (Figure 2).
3. **Oil and Hazardous Spill Report** - for reporting oil and hazardous spills (Figure 3).
4. **Bomb Threat Report (Threatening Telephone Call Report)** - for reporting bomb threats and other threatening telephone calls (Figure 4).

In addition to these report forms, all persons involved, including their name, title, and phone number, and all agencies notified should be documented. Also, recommendations for corrective actions to be taken, source of funding required, and status of incident should be included in the report.

Notification to San Benito County Office of Emergency Services will be made according to procedures

developed and agreed to by all involved organizations, including Reclamation and other Federal, State, and local agencies, and incorporated into the Response Levels System for San Justo Dam.

The EAP for San Justo Dam includes a range of expected actions that the SBCWD IC, dam operating personnel, and other appropriate District and Reclamation personnel would implement for each response level and includes appropriate notifications that need to be made by every organization in the chain.

Both spontaneous and pre-scripted messages (see section "III. Response Levels System" of this Plan) will be disseminated to local 24-hour warning points during developing emergency incidents at San Justo Dam.

Emergency public information will be disseminated through designated local organizations. In most circumstances, a Public Information Officer (PIO) from the SBCWD IC's staff will represent SBCWD in development of public safety information to be disseminated to the population at risk. The PIO will also be the spokesperson for the organization. This person will provide continuing information updates to the media, as appropriate, during emergency incidents affecting San Justo Dam and appurtenant structures. The PIO will physically relocate to SBCWD's Emergency Operations Center after Response Level II has been declared in order to better facilitate coordinating the release of emergency public information with local authorities. The PIO may also serve as a Liaison Officer between the SBCWD IC and San Benito County Office of Emergency Services public safety official.

The SBCWD IC staff will keep a record of all occurrences at the dam or facility during emergency events. The records should contain the date, time, location of the observation, and the reservoir elevation. During periods of continuous monitoring, a reading should be taken at least every hour. During periods of flood, high runoff, or high water conditions, attendance at San Justo Dam would be 24 hours a day.

It is desirable for all officials receiving reports from dam operating personnel to maintain a diary and tape-recorded messages, if possible. Photographs are essential to provide complete documentation. Final reports should briefly include the following information:

Subject	What happened and type of incident
Time and date	Daylight or standard time
Location	Where the incident occurred
Summary of incident	Briefly describe the incident
Names and titles	List all contacts (successful or unsuccessful) and brief report of conversation
Agencies notified	Examples: local 24-hour warning point/County Sheriffs, Highway Patrol, County emergency management agency, State agencies, National Weather Service, or media
Status of incident	Completed and pending actions and/or decisions
Photographs	Include photographs for complete documentation

D. EMERGENCY PUBLIC INFORMATION

1. Emergency Public Information will be disseminated to the public through designated local organizations.
2. The San Benito County Water District Incident Commander will designate a Public Information Officer during emergency operations. During most emergency operations for San Justo Dam, and if time permits, a request could be made to the South Central California Area Office or Mid-Pacific Regional Office for that office to provide an individual to assist with the responsibilities of the Public Information Officer.
3. The PIO will be the spokesperson for the organization and will provide continuing information updates to the media, as appropriate during emergency events affecting San Justo Dam and appurtenant structures.
4. The San Justo Dam PIO will physically relocate to the San Benito County Emergency Operations Center once it is activated to better facilitate coordinating the release of emergency public information with local authorities.

E. RESPONSE LEVELS SYSTEM

Emergency events occur with varying, sometimes unpredictable, degrees of severity. This means the event could be slowly developing and steadily tracked, or it could mean the event occurs with sudden, catastrophic results, which would require immediate and drastic action to evacuate people out of harm's way. For all developing emergency conditions, an attempt will be made to classify emergency events according to the following, ascending and progressive order of severity:

- ✓ Internal Alert - "something has happened..."
- ✓ RESPONSE LEVEL I - "get ready"
- ✓ RESPONSE LEVEL II - "Get Set!"
- ✓ RESPONSE LEVEL III - "GO!!"

Specific information on the Response Levels System is presented in section "III. Response Levels System" of this Plan.

As soon as an emergency event has been observed and identified at San Justo Dam, an Internal Alert will be activated. The SBCWD Operations and Maintenance Supervisor and the SBCWD Manager will determine whether or not the Incident Command System should be implemented. If the ICS is implemented, the Incident Commander will determine which one of the three Response Levels should be in effect. The IC will declare the next higher level as it occurs. However, if conditions are such that immediate declaration of Response Level III becomes necessary without passing through Response Levels I and II, the IC will immediately declare Response Level III and will directly notify San Benito County Office of Emergency Services' 24-hour warning point, the State Office of Emergency Services, and the National Weather Service that Response Level III has been declared. Response Level I or Response Level II will not be declared or passed through under these conditions.

Assignment of a specific response level for emergency events will be made based on the following criteria:

- ✓ Observation of the event
- ✓ Identification of the event

- ✓ Analysis of the event
- ✓ Severity of the event
- ✓ When the event occurs

F. EXPECTED ACTIONS

The Hazard Specific Appendix included in the EAP for San Justo Dam contains the expected actions of dam operations personnel, the SBCWD IC, and other appropriate District and Reclamation offices for each response level. The expected actions that would be implemented in response to emergency incidents affecting San Justo Dam by organizations having emergency responsibilities under the EAP begin on Page HAZ-9.

Reclamation defines expected actions as emergency response actions that responsible organizations would implement whenever emergency incidents affecting San Justo Dam occurs. The expected actions are tailored to fit the Internal Alert and three Response Levels.

G. EMERGENCY DURATION

The IC is responsible for declaring each response level to be in effect. Emergency situations at San Justo Dam require that status reports and situation assessments be provided to appropriate organizations for the duration of the incident. Upon declaration, each response level will be in effect for all agencies and/or individuals having assigned tasks in the San Justo Dam Hazard Specific Appendix whenever, and for however long, the following criteria apply:

1. As long as reservoir levels are other than "normal" and require emergency operations as specified for Response Level 1, 2, or 3.
2. As long as a threatening condition exists that has not been managed or controlled at the dam site and that requires continued emergency operations as specified for Response Level 1, 2, or 3.
3. As long as San Justo Dam operations are other than "normal" and require emergency operations as specified for Response Level 1, 2, or 3.
4. For as long as it takes the IC to decide to escalate to a higher Response Level as required or to downgrade to a lower Response Level.
5. For the period of time between initial declaration of Response Level 1, 2, or 3 and receipt of verbal notification to terminate ("close out") the response level.

H. EMERGENCY TERMINATION

The IC is responsible for deciding an emergency condition no longer exists at San Justo Dam. Together with local authorities, the IC will prepare and issue a news release which can be used by the media to broadcast to the general public, informing them that emergency conditions have ceased.

Information to be disseminated to the general public will include:

- ✓ Name and location of dam.
- ✓ Statement of conditions; suggested example: "Emergency conditions at San Justo Dam are under control. Evacuation of residents from inundation areas is no longer necessary."

- ✓ Advice as to when those residents who have evacuated inundation areas may safely return to their homes.

The process that will be used to declare that an emergency condition no longer exists at San Justo Dam and subsequent notification to the public is as follows:

1. Termination procedures for Response Level 1, 2, or 3 will be implemented when the threatening condition is managed or controlled at the dam site.
2. Termination of a Response Level is automatic if escalation to a higher Response Level is required.
3. Termination of a Response Level is automatic if downgrading to a lower Response Level is required.
4. Additional termination activities for Response Level 1, 2, or 3 will follow the established procedures of each individual agency involved.

III. RESPONSE LEVELS SYSTEM DEFINED

A. INTERNAL ALERT

An Internal Alert is just that: an internal alert. This first phase of the Response Level system only involves the personnel of San Benito County Water District and possibly Reclamation, if deemed necessary. In this level, something unusual has been discovered at the dam that could possibly evolve into something more serious. Once the unusual occurrence has been discovered or reported, it should be monitored closely by SBCWD personnel.

Declaration of an Internal Alert means that an internal alert will be conducted in which emergency response activities including internal notifications for affected organizations will be carried out.

This means that these organizations will observe and analyze the event, and that they will "be aware" that nothing "serious" is happening yet, but indications are that something unusual definitely is happening that could develop into a potentially significant threatening event only if it intensifies.

The Internal Alert and Response Level I are very similar in design. The difference lies in the fact that the Internal Alert involves procedures and activities that are solely internal to personnel of affected organizations.

The Internal Alert does NOT represent an emergency that would require external notifications, but may require increased surveillance.

Events that would prompt declaration of an Internal Alert do NOT pose a hazard either at the dam or to downstream populations at risk.

An Internal Alert will be declared and initiated after developing conditions have been observed, and it has been determined that declaration of the Internal Alert is necessary.

Any developing events that belong to an Internal Alert will be identified as being of a level of intensity where they can be managed and brought under control by dam operating personnel with no negative impacts downstream.

As more serious indicators are identified, Response Level I, Response Level II, or Response Level III will be declared.

B. RESPONSE LEVEL I

1. Definition

Response Level I is the least serious of the response levels and involves procedures and activities primarily, but not exclusively, internal to personnel of San Benito County Water District and Reclamation. Nothing serious has developed yet, but indications are that something definitely is happening that could progress into a potentially significant threatening event if it continues or intensifies.

Response Level I does not represent an emergency yet, but may be perceived as such by the media or general public. Level I means involved organizations need to "get ready" for emergency response activities. Nothing significant really needs to be done for Response Level I except to stay aware of the event after it is detected, and observe and analyze it for possible action.

The SBCWD IC will initiate and implement a "communications check" upon declaration of Response Level I. The communications check will include a notification to the South Central California Area Office Emergency Official, San Benito County Office of Emergency Services' 24-hour warning point, the State Office of Emergency Services, and the National Weather Service that Response Level I has been declared and that local emergency management officials of jurisdictions downstream may want to conduct their own communications check to their response organizations which may wish to go into an "alert" status.

Response agencies generally do not mobilize resources as a result of a declaration of Response Level I. The SBCWD IC will contact the South Central California Area Office Emergency Official via the Central Valley Control Center and relay the same information.

Response Level I does not pose a hazard, at the dam or to downstream populations at risk, at the time of observation.

Response Level I will be declared and initiated by the SBCWD IC after developing conditions have been assessed and evaluated, and it has been determined that declaration of Response Level I is necessary.

Any developing events that belong in Response Level I will be identified as being of a level of intensity that can be managed and controlled by the dam operating personnel and the South Central California Area Office, with no negative impacts downstream.

If more serious indicators develop and are identified, Response Level II will be declared by the SBCWD IC, or, if conditions warrant, Response Level III will be declared.

2. Pre-scripted Message to be used for Response Level I

<p>This is the San Benito County Water District, monitoring San Justo Dam. My name and title are _____. Conditions at the dam are _____ and this necessitates that I inform you that San Justo Dam is at a Response Level I. Teledyne and San Juan Oaks are immediately downstream of this facility.</p>
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Note: The pre-scripted message above is the minimum amount of information to be relayed. The person relaying the information may provide more information to the downstream entities and answer any questions they may have to aid them in assessing the situation.

C. RESPONSE LEVEL II

1. Definition

Declaration of Response Level II means that involved organizations should "Get Set!" because conditions are now more serious than those experienced in Response Level I but are still less serious than those that would be experienced in Response Level III.

For this response level, the dam has not failed, nor is failure imminent. The current condition of the structure is stable, but may become unstable, or releases will be such that they could become life-threatening, or a hazardous event has progressed to a point that the public may be at risk.

This means that the dam may yet be stable, or that releases may not actually impact populations

at risk if conditions diminish in intensity or are brought under control, but circumstances at the dam are such that populations at risk MUST BE placed on "standby" status which means notifications to populations at risk should include directions to standby and prepare to leave flood inundation areas for higher ground and safe shelter. Conditions could worsen that would require an evacuation if not brought under control effectively. It could also mean that the special populations at risk might start evacuating or that a voluntary evacuation may be in order; however, a total evacuation of the populations at risk is not yet required.

Upon notification that Response Level II has been declared, local emergency management officials and response agencies should mobilize response resources and position them at staging areas out of flood inundation areas.

Declaration of Response Level II could mean that conditions have gotten worse since declaration of Response Level I, or that conditions started out serious enough to warrant declaration of Response Level II without passing through Response Level I first.

Response Level II will be declared and initiated by the SBCWD IC after having assessed developing conditions and determined it necessary.

Notification will be made to the South Central California Area Office Emergency Official, the San Benito County Office of Emergency Services' 24-hour warning point, the State Office of Emergency Services, and the National Weather Service by the SBCWD IC anytime declaration of Response Level II becomes necessary. The San Benito County Office of Emergency Services' 24-hour warning point will notify appropriate public safety officials that Response Level II has been declared and that they should implement their expected actions for this response level. The National Weather Service will utilize their resources to distribute the appropriate information directly to the populations at risk via radio and television messages.

2. **Prescribed Message to be used for Response Level II**

This is the San Benito County Water District monitoring San Justo Dam. My name and title are _____. Conditions at the dam are _____ and this necessitates that I inform you that San Justo Dam is at a Response Level II. Teledyne and San Juan Oaks are immediately downstream of this facility.

Note: The pre-scripted message above is the minimum amount of information to be relayed. The person relaying the information may provide more information to the downstream entities and answer any questions they may have to aid them in assessing the situation.

D. **RESPONSE LEVEL III**

1. **Definition**

Declaration of Response Level III means involved organizations must "GO!!" (initiate evacuation) because conditions at this response level will affect the populations at risk. This is the most dangerous response level.

Declaration and implementation of Response Level III means the situation is extremely serious and will be based on the certainty that life-threatening floodwater or a hazardous event will affect populations at risk. For this response level, major life-threatening releases will be made, major

structural damage to San Justo Dam will occur, the physical condition of the dam will have deteriorated such that stabilization is not possible and the dam will fail, or a hazardous event has become life threatening.

For Response Level III, one or more of the following emergency conditions will be present:

- ✓ Releases have become life-threatening.
- ✓ It has been determined that the dam will definitely fail.
- ✓ The dam is actually beginning to fail.
- ✓ The dam has failed.

Declaring this response level means populations at risk are in imminent danger and that evacuation of populations at risk in all, or a part of, the dam failure flood inundation area, or affected area is required and must take place immediately.

Declaring Response Level III may be as a result of worsening conditions since declaration of Response Levels I or II or because conditions have developed right away that are so serious an immediate declaration of Response Level III is warranted without passing through of the less serious response levels first.

For this condition, the SBCWD IC would immediately notify the South Central California Area Office Emergency Official, the San Benito County Office of Emergency Services' 24-hour warning point, the State Office of Emergency Services, and the National Weather Service that an evacuation is required. The San Benito County Office of Emergency Services' 24-hour warning point will notify appropriate public safety officials that Response Level III has been declared and that they should implement their expected actions for this response level. The National Weather Service will utilize their resources to distribute the appropriate information directly to the populations at risk via radio and television messages.

Response Level III will be declared and initiated by the SBCWD IC for all situations anytime that it becomes obvious, through analysis of threatening events, that immediate evacuation of all or part of the populations at risk located downstream from San Justo Dam is necessary.

Local authorities are responsible for advising the public on safe evacuation routes and where to go for safe shelter. Response organizations will fully mobilize and physically implement evacuation procedures for Response Level III.

2. Prescribed Message to be used for Response Level III

This is the San Benito County Water District, monitoring San Justo Dam. My name and title are _____. Conditions at the dam are _____ and this necessitates that I inform you that San Justo Dam is at a Response Level III. Teledyne and San Juan Oaks are immediately downstream of this facility.

Note: The pre-scripted message above is the minimum amount of information to be relayed. The person relaying the information may provide more information to the downstream entities and answer any questions they may have to aid them in assessing the situation.

IV. MISCELLANEOUS

A. ATTENDANCE AND COMMUNICATIONS PROCEDURES

San Justo Dam is not attended on a regular schedule. Dam operating personnel can be contacted by phone pager, by radio, through San Benito County Water District Dispatch, or South Central California Area Office listed in the "Communications Directory for Dams."

B. INUNDATION MAPS

Inundation maps are available showing the areas affected by exceptionally large water releases downstream of San Justo Dam (Figure 6).

The reservoir surcharge storage can safely store the entire PMF and therefore no failure of the dam or dike due to overtopping from inflow is addressed in this EAP.

The inundation study San Justo Reservoir Dam and Dike includes the following four breach scenarios due to piping failure:

1. Sunny-day failure of the dam under normal reservoir operation.
2. Failure of the dam at maximum reservoir water level from the PMF.
3. Sunny-day failure of the dike under normal reservoir operation.
4. Failure of the dike at maximum reservoir water level from the PMF.

The results of the above scenario indicate that the sunny day failure and PMF produce basically the same discharge. Therefore, two inundation maps are included in this EAP. These maps indicate the areas that would be inundated from a piping failure of the dam or dike with the PMF event.

C. WARNING SYSTEM

No audible warning system is installed at the dam. Warning of failure or notification of impending failure would be telephoned or radioed to the San Benito County Sheriff's Office which will implement Civil Defense procedures to warn downstream populations at risk.

D. EQUIPMENT, MATERIALS, LABOR, ENGINEERING, AND UNDERWATER EXAMINERS

Heavy equipment is not available at the damsite. The San Benito County Water District, located 10 miles from the dam, has equipment available through local contractors and the Bureau of Reclamation.

1. Equipment

SAN BENITO IRRIGATION DISTRICT HEADQUARTERS

Wacker Compactor (1)
John Deere Backhoe (1) - 2WD
Wellcraft Boat (1)
Boat Trailer (1)
Evinrude Outboard, 7HP (1)
Pacer 3 in. Trash Pump (10)
Portable Generator, 2,000 KW (1)
Winch (1)
Air Blower (2)

Truck, Sterling, 6-Wheel Dump (8 cu yd) (1)
 Lowboy, Walton, 32,000 lb.
 Case Tractor with Attachments

SOUTH CENTRAL CALIFORNIA AREA OFFICE (SCCAO) O&M

Air Compressor (2) - 125 cfm
 Backhoe - Case 780 (1-1/2 cu yd loader bucket)
 Bulldozer - Caterpillar D6
 Bulldozer - TD 20E International (comparable to a D8 Caterpillar Dozer)
 Loader - John Deere 544-A (1-1/4 cu yd bucket)
 Loader - Furukawa FL320A (3-1/2 cu yd bucket)
 Tractor - Ford 420 (front end bucket with rake)
 Tractor - Ford (front end bucket with grass cutter)
 Roller - Huber
 Crane - P&H 325 25 ton
 Crane - P&H 325 25 ton
 Crane - Stinger II TC-60 5 ton (38 ft hydraulic boom)
 Truck (2) - GMC 10-Wheel Dump (8 cu yd)
 Truck - International 10-Wheel Dump (10 cu yd)
 Truck - Auto car 10-Wheel Dump (10 cu yd)
 Truck - GMC Flatbed
 Truck - Dodge Water Tank (2600 gallons)
 Tractor - GMC 44,500 GWM 80,000 GCW
 Tractor - International 24,000 GVWR
 Tractor - Ford C-7000 24,000 GVWR
 Lowboy - Hyster 24,000 GVW 22,000 GAWR
 Semi Trailer - 35 ton level deck
 Semi Trailer - lowbed level deck, fixed gooseneck 40 ft 20 tons
 Semi Trailer - Cargo 12 tons 28 ft long
 Tilt Trailer - 15 ton gooseneck

TRACY OFFICE FISH SCREEN

Fork Lift (6000 lbs.)
 Portable Air Compressor (90 cfm)
 Potable Light Plant
 2 - Portable Water Pumps (3-inch)

2. Materials (cobbles, aggregate, riprap)

AVAILABLE MATERIALS - SAN BENITO COUNTY

tons Riprap - Downstream of San Justo Dam

See **Section D.3-"Local Contractors."**

AVAILABLE MATERIALS - SCCAO

Riprap -Basalt Hill near San Luis Dam

3. Local Contractors

Nichleson

Don Chapin Construction (Equipment and Materials - sand, rock, and gravel)

Lindsay and Company

Teichert

4. Oil or Hazardous Spill Clean-up Materials**AVAILABLE MATERIALS - SAN BENITO COUNTY**

None available

5. Local Cleanup and/or Disposal Contractors

H&H Environmental Services

220 China Basin

San Francisco CA 94107

(415) 543-4835

O.H. Materials Co.

1425 North Market Blvd., Suite 9

Sacramento CA 95834

(916) 928-1819

Ramos Environmental Services

1515 South River Road, PO Box 401

West Sacramento CA 95961

(916) 371-9312

Romic Environmental Technologies

(415) 324-1638

6. Labor

O&M personnel are available at SCCAO and SBCWD.

7. Engineering

Civil, Mechanical, and Electrical engineers are available at SBCWD, SCCAO, Regional Office and Denver Technical Service Center.

8. Underwater Examiners

There is no longer a Mid-Pacific Region Dive Team; however, questions regarding the acquisition of a Contract Dive Team or another Region's Dive Team may be directed to the Facilities Engineering Branch, MP-430 at (916) 978-5220.

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**SAN JUSTO DAM EMERGENCY ACTION PLAN - HAZARD SPECIFIC PLAN
SOUTH CENTRAL CALIFORNIA AREA OFFICE - TRACY OFFICE**

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Abnormal instrumentation readings	
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I. INITIATING CONDITIONS FOR EMERGENCY EVENTS

Emergency events are defined as any event that is extraordinary and must be enacted upon in a short time frame. Initiating conditions are events that can lead to emergency situations. Initiating conditions related to San Justo Dam are discussed in the Performance Parameters Technical Memorandums issued by the Technical Services Center.

Following is a listing of emergency events and corresponding initiating conditions for each of the three response levels.

II. EXPECTED ACTIONS FOR EMERGENCY EVENTS

The emergency events that immediately follow are not intended to reflect upon the integrity of San Justo Dam. Potential situations are not limited to these examples. For emergency events other than earthquakes or oil/hazardous substance spills, use the **Emergency Event/Unusual Occurrence Report (Figure 1)** when recording and reporting the event. For earthquakes and oil/hazardous substance spills, use the **Earthquake Damage Report (Figure 2)** and the **Oil and Hazardous Spill Report (Figure 3)**, respectively.

To help determine which Response Level, if any, to initiate, see section "I. Emergency Events and Initiating Conditions" starting on page HAZ-1. This section contains a listing of various emergency events and the initiating conditions for each Response Level of that event.

If an emergency situation not listed should occur, use and document the procedure which is judged to be most appropriate and revise the Emergency Action Plan as necessary.

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San Justo Dam Emergency Notification List for Hydrologic Events

SBCWD Operations and Maintenance Supervisor will notify:

San Benito County Water District Dispatch (831) 637-8218 (Office)
(831) 638-8560 (Pager)

Incident Commander will notify:

San Benito County Office of Emergency Services (831) 636-4100
Santa Cruz County Office of Emergency Services (831) 471-1190
Monterey County Office of Emergency Services (831) 755-5010
California State Office of Emergency Services (916) 262-1621
National Weather Service (831) 656-1717
Bureau of Reclamation, Tracy Office Emergency Official (209) 836-6201 (primary)
(209) 833-2617 (secondary)

INITIATING CONDITIONS FOR HYDROLOGIC EVENTS

HIGH RESERVOIR LEVELS

Internal Alert	Response Level I	Response Level II	Response Level III
The reservoir elevation is above 503.28 feet.	The reservoir elevation is above 504.26 feet, which is the sill elevation of the spillway.	<p>The reservoir elevation is at 505.25 feet, which is the elevation of the top of zone 1 material.</p> <p>Potentially significant flow through the dam and dike above the top of the Zone 1 material (through the pervious shell material) may be occurring.</p>	The flows through the dam and dike above the top of the Zone 1 material are such that failure of the dam or dike is occurring.

Even during the Probable Maximum Flood (PMF), overtopping of the dam or dike is not anticipated. However, the water level in the reservoir could rise to within 2 feet of the crest of the embankments, which could result in failure due to:

- ✓ wave setup, run up, and splash over leading to erosion and eventual breaching.
- ✓ large flow through the embankment, passing over the top of the Zone 1 core, leading to erosion and eventual breaching.

A. Hydrologic Events

Events falling into this category of hydrologic events could be high reservoir levels (Reservoir Elevation \geq 503.28 feet) or large discharges. Large discharges include controlled releases approaching or greater than -- cfs and for any uncontrolled discharges.

1. SBCWD Operators will notify the **SBCWD Operations and Maintenance Supervisor (O&M)** of the high reservoir conditions, pending large discharges, or any uncontrolled discharge. The Operations and Maintenance Supervisor will do the following:
 - a. If the event is high reservoir conditions, then instruct the Inspections Team Leader to commence inspections of the dam and report back with the findings.
 - b. Evaluate the situation and declare the appropriate Response Level based on the initiating conditions found in the Emergency Events and Initiating Conditions section starting on Page HAZ-1 and any findings of the Inspection Team Leader.
 - c. Implement the Incident Command System (ICS) and appoint the Incident Commander (IC), if necessary.
 - d. Notify SBCWD Dispatch.
 - e. Complete the incident report.

Note: The SBCWD Operations and Maintenance Supervisor will perform the duties of Incident Commander until such time as the role of Incident Commander is assumed by other SBCWD or Reclamation Personnel.

2. Incident Commander (IC)

- a. Monitor the situation and update Response Levels as needed based on the initiating conditions found in the Emergency Events and Initiating Conditions section starting on Page HAZ-1.
- b. Notify the SBCWD Operations and Maintenance Supervisor of any changes in the Response Level.
- c. Notify the San Benito County OES of the Response Level declared as a result of the hydrologic event.
- d. Notify the California State OES of the Response Level declared as a result of the hydrologic event.
- e. Notify the National Weather Service of the Response Level declared as a result of the hydrologic event.
- f. Notify SCCAO Emergency Official of the Response Level declared and of any changes in Response Level.
- g. Appoint the following personnel and assign tasks as needed:
 - 1) Planning/Intelligence Officer
 - 2) Operations Officer
 - 3) Safety Officer

- 4) Public Information Officer
- 5) Logistics Officer
- 6) Finance Officer
- h. Activate the Emergency Operations Center, if necessary.
- i. Continue to monitor the situation and update the Response Level as needed.
- j. Declare incident over when appropriate.
- 3. **Planning/Intelligence Officer** will do the following:
 - a. Develop an Incident Action Plan covering the next 8-24 hours, being sure to address the monitoring of the situation, reporting frequencies, collection of data, evaluation of data, equipment needs, staffing needs, etc.
 - b. Coordinate with the Inspections Team Leader.
 - c. Maintain contact with the Incident Commander.
- 4. **Operations Officer** will do the following:
 - a. Appoint the Maintenance Crews Team Leader and assign tasks as necessary.
 - b. Appoint the Facility Operations Team Leader and assign tasks as necessary.
 - c. Maintain contact with the Incident Commander.
- 5. **Inspections Team Leader**
 - a. Evaluate the situation and begin inspections of the dam as per the inspection checklists included in the Emergency Event Checklists for the Inspection Team Leader and other appurtenant structures.
 - b. Report back to the SBCWD Operations and Maintenance Supervisor or the Planning/Intelligence Officer if the Incident Command System has been implemented with findings.
- 6. **Public Information Officer** will do the following:
 - a. Identify Public Information Officer Activities
 - 1) Contact the jurisdictional responsible agency to determine what other external public information activities are being performed for this incident.
 - 2) Take actions required to establish coordination of information acquisition and dissemination activities.
 - 3) Compile the information obtained and maintain records.
 - b. Establish Incident Information Center as Required
 - 1) Establish information center adjacent to the Emergency Operations Center (EOC) where it will not interfere with EOC activities.

- 2) Contact Logistics Officer for any support required to set up information center.
- c. Report to the Joint Information Center as Required
 - 1) Report to the Joint Information Center in the impacted county.
 - 2) Coordinate activities with County Public Information Officer.
- d. Prepare Press Briefing
 - 1) Identify from the Incident Commander (IC) any constraints on the release of information.
 - 2) Select information to be releases (e.g., size of incident, agencies involved, etc.)
 - 3) Obtain IC's approval for release. (The IC may give blanket release authority.)
 - 4) Release information for distribution to the media.
 - 5) Release information to press representatives at the Incident Information Center.
 - 6) Post a copy of all information summaries on the EOC's message center and other appropriate incident locations.
- e. Collect and Assemble Incident Information
 - 1) Obtain the latest situation status information from appropriate team leaders.
 - 2) Observe incident operations.
 - 3) Hold discussions with incident personnel.
 - 4) Identify special event information, e.g., evacuations, injuries, etc.).
 - 5) Contact external agencies for additional information.
- f. Provide Liaison Between Media and Incident Personnel
 - 1) Receive requests from the media to meet with incident personnel and vice versa.
 - 2) Identify parties involved in the request, e.g., Incident Commander for TV interviews, etc.
 - 3) Determine if policies have been established to handle requests and, if so, proceed accordingly.
 - 4) Obtain any required permission to satisfy request, e.g., Incident Commander.
 - 5) Fulfill the request or advise the requesting party of inability to do so, as the case may be.
- g. Respond to Special Requests for Information
 - 1) Receive request for information.
 - 2) Determine if the requested information is currently available and, if so, provide it to

the requesting party.

- 3) If information is not currently available, determine if it can be reasonably obtained by contacting incident personnel.
- 4) Assemble desired and available information and provide it to the requesting party.

h. Maintain and Complete an Incident Report

- 1) Record Public Information Officer actions in the Incident Report.
- 2) Collect and transmit information summaries and Incident Report to Incident Commander at the end of the operation.

San Justo Dam Emergency Notification List
for
Seismic Events

USBR Regional Office, MP-433 Earthquake Personnel will notify:

Operations and Maintenance Supervisor - (831) 637-8218

On-Call Pager - (831) 638-8566

SBCWD Operations and Maintenance Supervisor will notify:Bureau of Reclamation, Tracy Office Emergency Official (209) 836-6201 (primary)
(209) 833-2617 (secondary)**Incident Commander will notify:**

San Benito County Office of Emergency Services (831) 636-4100

California State Office of Emergency Services (916) 262-1621

National Weather Service (831) 656-1717

John Cook, 916-978-5230
Liz Partridge 209-836-6278

INITIATING CONDITIONS FOR EARTHQUAKES
(Based on Inspection Team Findings)

Condition	Page
Large Releases	HAZ-4
Oil and Hazardous Substance Spills	HAZ-18
Seepage	HAZ-24
Abnormal Instrumentation Readings	HAZ-24
Slumping, Cracking, or Settlement	HAZ-25
Failure of Operating Equipment or Appurtenances	HAZ-26
Flow / Equipment Alarms	HAZ-27

B. Earthquake

In the event an earthquake is felt by San Benito County Water District personnel, San Justo Dam should be inspected for any visual damage. When documenting an earthquake, use the **Earthquake Damage Report (Figure 2)**.

1. **During normal business hours, the Regional Office, MP-430**, will typically be the ones to receive notification of an earthquake. Once they receive an earthquake notification, they will follow the procedures as outlined in the "Notification Procedures for On call Earthquake Personnel Manual," which includes the following:
 - a. Run the QUAKE program and evaluate the earthquake.
 - b. If the earthquake is greater than 3.7 in magnitude and the QUAKE program indicates that San Justo Dam is within a 0.05 g radius of the epicenter, then notify the San Benito County Water District Earthquake Contact that appears on the computer generated printout and have them inspect the facilities for any visible signs of damage.
 - c. If the San Benito District Earthquake Contact reports back with any indication of damage as a result of the earthquake, contact the Bureau of Reclamation, Tracy Office Emergency Official and relay the information.
2. **After normal business hours, Central Valley Control Center (CVCC)** will typically be the ones to receive notification of an earthquake. Once they receive an earthquake notification, they will do the following:
 - a. Run the QUAKE program and evaluate the earthquake.
 - b. If the earthquake is greater than 3.7 in magnitude and the QUAKE program indicates that San Justo Dam is within a 0.05 g radius of the epicenter, notify the Mid-Pacific Regional Office (MPRO) On call Earthquake Contact to have them notify the San Benito County Water District Earthquake Contact that appears on the computer generated printout.
3. The **San Benito County Water District Earthquake Contact** (will most likely be the Operations and Maintenance Supervisor or the Assistant Operations and Maintenance Supervisor) will do the following upon being notified of an earthquake:
 - a. Commence inspections of the dam and appurtenant structures, being sure to inspect the following:
 - 1) Both faces of the dam for cracks, settlement, or seepage;
 - 2) Abutments for possible displacement;
 - 3) Drains and seeps;
 - 4) Outlet works control house and gate chamber;
 - 5) Power supply and standby power unit;
 - 6) Visible reservoir and downstream areas for landslides;
 - 7) Other appurtenant structures.
 - b. If any damage is noticed, notify the **SBCWD Operations and Maintenance Supervisor (O&M)** who will do the following (or who will ensure the following is done):

- 1) Evaluate the situation and declare the appropriate Response Level.
 - 2) Implement the Incident Command System (ICS) and appoint the Incident Commander (IC).
 - 3) Report back immediately to the MPRO On call Earthquake Contact or to the Regional Office, MP-430, to notify them of the damage.
 - 4) Contact SCCAO Emergency Official of the Response Level declared and of any changes in Response Level.
 - 5) Complete the incident report.
- c. If the report from the Inspection Team Leader indicates no damage, then notify the Regional Office, MP-430, the next business day and give a "no damage" report.
4. The **Inspection Team Leader** will do the following:
- a. Evaluate the situation and begin inspections of the dam as per the inspection checklists included in the Emergency Event Checklists for the Inspection Team Leader and other appurtenant structures.
 - b. Report back to the SBCWD Operations and Maintenance Supervisor with findings.
 - c. Perform a follow-up inspection of the dam two weeks after the seismic event.
5. If the Incident Command System (ICS) is implemented, the **Incident Commander (IC)** will do the following:
- a. Monitor the situation and update Response Levels as needed.
 - b. Notify the SBCWD Operations and Maintenance Supervisor of any changes in the Response Level.
 - c. Notify the San Benito County OES of the Response Level declared as a result of the earthquake.
 - d. Notify the California State OES of the Response Level declared as a result of the earthquake.
 - e. Notify the National Weather Service of the Response Level declared as a result of the earthquake.
 - f. Notify SCCAO Emergency Official of the Response Level declared and of any changes in Response Level.
 - g. Appoint the following personnel and assign tasks as needed:
 - 1) Planning/Intelligence Officer
 - 2) Operations Officer
 - 3) Safety Officer
 - 4) Public Information Officer
 - 5) Logistics Officer

- 6) Finance Officer
- h. Activate the Emergency Operations Center, if necessary.
- i. Continue to monitor the situation and update the Response Level as needed.
- j. Declare incident over when appropriate.
- 6. **Planning/Intelligence Officer** will do the following:
 - a. Develop an Incident Action Plan covering the next 8-24 hours, being sure to address the monitoring of the situation, reporting frequencies, collection of data, evaluation of data, equipment needs, staffing needs, etc.
 - b. Coordinate with the Inspections Team Leader.
 - c. Maintain contact with the Incident Commander.
- 7. **Operations Officer** will do the following:
 - a. Appoint the Maintenance Crews Team Leader and assign tasks as necessary.
 - b. Appoint the Facility Operations Team Leader and assign tasks as necessary.
 - c. Maintain contact with the Incident Commander.
- 8. **Public Information Officer** will do the following:
 - a. Identify Public Information Officer Activities
 - 1) Contact the jurisdictional responsible agency to determine what other external public information activities are being performed for this incident.
 - 2) Take actions required to establish coordination of information acquisition and dissemination activities.
 - 3) Compile the information obtained and maintain records.
 - b. Establish Incident Information Center as Required
 - 1) Establish information center adjacent to the Emergency Operations Center (EOC) where it will not interfere with EOC activities.
 - 2) Contact Logistics Officer for any support required to set up information center.
 - c. Report to the Joint Information Center as Required
 - 1) Report to the Joint Information Center in the impacted county.
 - 2) Coordinate activities with County Public Information Officer.
 - d. Prepare Press Briefing
 - 1) Identify from the Incident Commander (IC) any constraints on the release of information.

- 2) Select information to be releases (e.g., size of incident, agencies involved, etc.)
 - 3) Obtain IC's approval for release. (The IC may give blanket release authority.)
 - 4) Release information for distribution to the media.
 - 5) Release information to press representatives at the Incident Information Center.
 - 6) Post a copy of all information summaries on the EOC's message center and other appropriate incident locations.
- e. Collect and Assemble Incident Information
- 1) Obtain the latest situation status information from appropriate team leaders.
 - 2) Observe incident operations.
 - 3) Hold discussions with incident personnel.
 - 4) Identify special event information, e.g., evacuations, injuries, etc.).
 - 5) Contact external agencies for additional information.
- f. Provide Liaison Between Media and Incident Personnel
- 1) Receive requests from the media to meet with incident personnel and vice versa.
 - 2) Identify parties involved in the request, e.g., Incident Commander for TV interviews, etc.
 - 3) Determine if policies have been established to handle requests and, if so, proceed accordingly.
 - 4) Obtain any required permission to satisfy request, e.g., Incident Commander.
 - 5) Fulfill the request or advise the requesting party of inability to do so, as the case may be.
- g. Respond to Special Requests for Information
- 1) Receive request for information.
 - 2) Determine if the requested information is currently available and, if so, provide it to the requesting party.
 - 3) If information is not currently available, determine if it can be reasonable obtained by contacting incident personnel.
 - 4) Assemble desired and available information and provide it to the requesting party.
- h. Maintain and Complete an Incident Report
- 1) Record Public Information Officer actions in the Incident Report.
 - 2) Collect and transmit information summaries and Incident Report to Incident Commander at the end of the operation.

Note: If damage results in uncontrolled discharges or the need for large controlled releases, then proceed to Section "II.A. Hydrologic Events" of this Hazard Specific Plan.

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San Justo Dam Emergency Notification List for Oil & Hazardous Substance Spills

SBCWD Operations and Maintenance Supervisor will notify:

National Response Center/Environmental Protection Agency	(800) 424-8802
California Department of Fish and Game (spills on water)	(800) 852-7550
California Highway Patrol (spills on land)	911
San Benito County Office of Emergency Services	(813) 636-4100
California State Office of Emergency Services	(916) 262-1621
California Department of Health Services - Daryl Noel	(916) 229-3148 (916) 933-7848 (home)
SBCWD Manager	(831) 637-8983

Incident Commander will notify:

San Benito County Office of Emergency Services	(831) 636-4100
California State Office of Emergency Services	(916) 262-1621
National Weather Service	(831) 656-1717
Tracy Office Emergency Official	(209) 836-6201 (primary) (209) 833-2617 (secondary)

INITIATING CONDITIONS FOR OIL & HAZARDOUS SUBSTANCE SPILLS

Internal Alert	Response Level I	Response Level II	Response Level III
An oil or hazardous substance spill has been reported on Reclamation property.	The oil or hazardous substance spill may potentially affect the populations at risk.	The oil or hazardous substance spill will affect the populations at risk.	Evacuations are necessary as a result of the oil or hazardous substance spill.

CAUTION: If identity and potential hazard in handling is unknown, wait for properly trained personnel and **do not attempt to handle**.

C. Oil and Hazardous Substance Spills

The following is a summary of how to respond to an oil or hazardous substance spill.

Always use the **Oil and Hazardous Spill Report (Figure 3)** when documenting a spill.

Caution: If identity and potential hazard in handling is unknown, call 9-1-1, wait for properly trained personnel, and do NOT attempt to handle.

1. As soon as a spill occurs, or is discovered, the SBCWD employee will notify their supervisor who will notify the **SBCWD Operations and Maintenance Supervisor**, or the SBCWD employee will notify the SBCWD Operations and Maintenance Supervisor directly. The SBCWD Operations and Maintenance Supervisor will do the following:
 - a. Record spill data on the appropriate Oil and Hazardous Spill Report form.
 - 1) Pinpoint the source of spill, if possible.
 - 2) If the origin of the spill was not SBCWD and can be determined, contact the responsible entity and determine action to take.
 - 3) Determine nature (including but not limited to petroleum, fuel oil, sludge, oil refuse, or oil mixed with wastes; industrial chemicals, herbicides, or pesticides) and quantity (minor = less than 1,000 gallons, medium = 1,000 to 10,000 gallons, major = more than 10,000 gallons).
 - b. Make initial determination regarding the extent of effort and equipment required to contain the spill.
 - c. Determine if and to what extent resources in the area may be affected by the discharge and assess the threat posed to the public health and make appropriate notifications.
 - 1) Based on the initiating conditions for oil and hazardous substance spills starting on Page HAZ-2, declare the appropriate response level and implement the Incident Command System, if necessary.
 - d. Notify the following entities:
 - 1) National Response Center/U.S. Environmental Protection Agency.
 - 2) California Department of Fish and Game for spills on water.
 - 3) California Highway Patrol for spills on land.
 - 4) San Benito County Office of Emergency Services.
 - 5) California Office of Emergency Services.
 - 6) California Department of Health Services.
 - 7) SBCWD Water Quality
 - 8) SBCWD Superintendent of Water Operations

If SBCWD personnel cannot handle the spill with their own resources, then coordinate the clean-up with SCCAO.

Note: The National Response Center (NRC)/U.S. Environmental Protection Agency (EPA) MUST be notified of the spill **within 2 hours from time spill is discovered.**

2. If the Incident Command System (ICS) is implemented, the **Incident Commander (IC)** will do the following:
 - a. Monitor the situation and update Response Levels as needed based on the initiating conditions found in the Emergency Events and Initiating Conditions section starting on Page HAZ-1.
 - b. Notify the SBCWD Operations and Maintenance Supervisor of any changes in the Response Level.
 - c. Notify the San Benito County OES of the Response Level declared as a result of the oil or hazardous substance spill.
 - d. Notify the California State OES of the Response Level declared as a result of the oil or hazardous substance spill.
 - e. Notify the National Weather Service of the Response Level declared as a result of the oil or hazardous substance spill.
 - f. Notify the SCCAO Emergency Official.
 - g. Appoint the following personnel and assign tasks as needed:
 - 1) Planning/Intelligence Officer
 - 2) Operations Officer
 - 3) Safety Officer
 - 4) Public Information Officer
 - 5) Logistics Officer
 - 6) Finance Officer
 - h. Activate the Emergency Operations Center, if necessary.
 - i. Continue to monitor the situation and update the Response Level as needed.
 - j. Declare incident over when appropriate.
3. **Planning/Intelligence Officer** will do the following:
 - a. Develop an Incident Action Plan covering the next 8-24 hours, being sure to address the monitoring of the situation, reporting frequencies, collection of data, evaluation of data, equipment needs, staffing needs, etc.
 - b. Maintain contact with the Incident Commander.
4. **Operations Officer** will do the following:
 - a. Appoint the Maintenance Crews Team Leader and assign tasks as necessary.
 - b. Appoint the Facility Operations Team Leader and assign tasks as necessary.

- c. Maintain contact with the Incident Commander.

5. **Public Information Officer** will do the following:

- a. Identify Public Information Officer Activities

- 1) Contact the jurisdictional responsible agency to determine what other external public information activities are being performed for this incident.
- 2) Take actions required to establish coordination of information acquisition and dissemination activities.
- 3) Compile the information obtained and maintain records.

- b. Establish Incident Information Center as Required

- 1) Establish information center adjacent to the Emergency Operations Center (EOC) where it will not interfere with EOC activities.
- 2) Contact Logistics Officer for any support required to set up information center.

- c. Report to the Joint Information Center as Required

- 1) Report to the Joint Information Center in the impacted county.
- 2) Coordinate activities with County Public Information Officer.

- d. Prepare Press Briefing

- 1) Identify from the Incident Commander (IC) any constraints on the release of information.
- 2) Select information to be releases (e.g., size of incident, agencies involved, etc.)
- 3) Obtain IC's approval for release. (The IC may give blanket release authority.)
- 4) Release information for distribution to the media.
- 5) Release information to press representatives at the Incident Information Center.
- 6) Post a copy of all information summaries on the EOC's message center and other appropriate incident locations.

- e. Collect and Assemble Incident Information

- 1) Obtain the latest situation status information from appropriate team leaders.
- 2) Observe incident operations.
- 3) Hold discussions with incident personnel.
- 4) Identify special event information, e.g., evacuations, injuries, etc.).
- 5) Contact external agencies for additional information.

- f. Provide Liaison Between Media and Incident Personnel

- 1) Receive requests from the media to meet with incident personnel and vice versa.
 - 2) Identify parties involved in the request, e.g., Incident Commander for TV interviews, etc.
 - 3) Determine if policies have been established to handle requests and, if so, proceed accordingly.
 - 4) Obtain any required permission to satisfy request, e.g., Incident Commander.
 - 5) Fulfill the request or advise the requesting party of inability to do so, as the case may be.
- g. Respond to Special Requests for Information
- 1) Receive request for information.
 - 2) Determine if the requested information is currently available and, if so, provide it to the requesting party.
 - 3) If information is not currently available, determine if it can be reasonably obtained by contacting incident personnel.
 - 4) Assemble desired and available information and provide it to the requesting party.
- h. Maintain and Complete an Incident Report
- 1) Record Public Information Officer actions in the Incident Report.
 - 2) Collect and transmit information summaries and Incident Report to Incident Commander at the end of the operation.

III. EXPECTED ACTIONS FOR POTENTIAL HAZARDS/UNUSUAL OCCURRENCES

The unusual occurrences that immediately follow are not intended to reflect upon the integrity of San Justo Dam. Potential situations are not limited to these examples. For unusual events other than bomb threats, use the **Emergency Event/Unusual Occurrence Report (Figure 1)** when recording and reporting the event. For bomb threats, use the **Bomb Threat Report (Figure 4)**.

To help determine which Response Level, if any, to initiate, see section "I. Emergency Events and Initiating Conditions" starting on page HAZ-1. This section contains a listing of various emergency events and the initiating conditions for each Response Level of that event.

If an unusual occurrence not listed should occur, use and document the procedure which is judged to be most appropriate and revise the Emergency Action Plan as necessary.

A. This section applies to the following types of unusual occurrences:

- Abnormal seepage (New or increased springs, boggy areas, or boils)
- Abnormal instrumentation readings
- Slumping or cracking of the dams, dikes, or abutments

If any of the aforementioned unusual occurrences are reported, the employee on-duty will notify his or her supervisor of the situation who will in turn contact the SBCWD Operations and Maintenance Supervisor. If the employee's supervisor cannot be contacted, then the employee will notify the SBCWD Operations and Maintenance Supervisor directly. The employee on-duty will gather as much information as possible and document his or her findings on the **Emergency Event/Unusual Occurrence Report**. When completed, this report is to be given to the SBCWD Operations and Maintenance Supervisor.

The **SBCWD Operations and Maintenance Supervisor** will do the following:

1. Contact the SBCWD Operators to have them inspect, analyze, and report back.
2. Notify SBCWD Dispatch.
3. Contact the SCCAO Emergency Official.
4. Based on the report of findings of the inspection, implement the Incident Command System, if necessary, and declare the appropriate Response Level based on the following initiating conditions.

Note: If downstream releases are possible, imminent, or have occurred as a result of the unusual occurrence, then proceed to Section "II.A. Hydrologic Events" of this Hazard Specific Plan.

a. Initiating Conditions for Seepage

Internal Alert	Response Level I	Response Level II	Response Level III
<p>New seepage or wet areas are observed, or changed conditions associated with existing seepage flows or wet areas are noted. The new or changed conditions involve minor, or no flow increases.</p> <p>There is no evidence of materials being transported by seepage flows.</p>	<p>Seepage flows are observed to be muddy or cloudy, or sediment deposits are noted in association with seepage flows. The flow that is apparently transporting the material is not noticeably increasing with time.</p> <p>New seepage or wet areas are observed, or changed conditions associated with existing seepage flows or wet areas are noted.</p> <p>There is no evidence of materials being transported by seepage flows.</p>	<p>Seepage flows are observed to be muddy or cloudy, or sediment deposits are noted in association with seepage flows. The flow that is apparently transporting the material appears to be increasing with time.</p> <p>New seepage or wet areas are observed, or changed conditions associated with existing seepage flows, or wet areas are noted.</p> <p>There is evidence of materials being transported by seepage flows</p>	<p>A seepage flow is observed that is large, obviously transporting significant quantities of embankment material and is rapidly increasing with time.</p> <p>Failure of the dam or dike appears to be imminent.</p>

b. Initiating Conditions for Abnormal Instrumentation Readings

Internal Alert	Response Level I	Response Level II	Response Level III
<p>Unusual changes in hydraulic piezometer readings are noted that are not explainable by changes in reservoir elevation or time of year.</p>	<p>There are confirmed abnormal instrumentation readings that are outside of the limits set forth in the Performance Parameter Technical Memorandums for San Justo Dam.</p>	<p>Upon further monitoring of the instrumentation, it appears the structural integrity of the dam or dike may be in jeopardy.</p>	<p>The instrumentation readings indicate that the structural integrity of the dam or dike is in jeopardy and that it is likely it will fail.</p>

c. Initiating Conditions for Slumping, Cracking, or Settlement

Internal Alert	Response Level I	Response Level II	Response Level III
Depressions, sloughs, or other unusual settlements or deformations develop at or in the vicinity of the dam or dike (upstream or downstream).	<p>New minor cracks (lateral cracking with an offset or transverse cracking that extends beyond the high water line of the reservoir), slumps or sloughs that may affect the structural integrity are observed on the dam, dike, and/or appurtenant structures.</p> <p>Following a seismic event, new slumps, scarps, longitudinal cracks, or transverse cracks are observed on the dam or dike embankment, or a gap is noted at the spillway/dam embankment interface, but there is no apparent evidence of changes in the seepage performance of the dam or dike.</p> <p>One or more sinkholes are observed on the downstream face of the dam or dike, or in areas downstream of the dam or dike. There is no evidence of materials being transported by seepage flows.</p>	<p>New minor cracks, slumps, or sloughs have gotten larger and could pose a threat to the dam or dike.</p> <p>Severe cracking of the crest or spillway of the dam is visually observed after a seismic event.</p> <p>Slope movement from offsets in the surface cracking, bulging on the slope, displaced riprap and rockfill material, or separation of the spillway wall from the embankment is observed after a seismic event.</p> <p>Whirlpools or other signs that water is entering cracks in or near the embankment, abutment, or spillway/embankment contact is observed near the reservoir rim.</p> <p>One or more sinkholes are observed on the upstream face of the dam or dike. There is no evidence of materials being transported by seepage flows.</p>	<p>Cracks, slumps, or sloughs have become a threat to the structural integrity of the dam or dike and it is likely that it will fail.</p> <p>Ground settlement has become a threat to the structural integrity of the dam or dike and it is likely that it will fail.</p> <p>The erosion of embankment material caused by seepage flow has already caused major sinkholes or depressions in the embankment upstream of the seepage exit location to a degree that dam or dike failure appears to be imminent.</p>

B. Failure of Operating Equipment or Appurtenances

In addition to the items on the Emergency Event/Unusual Occurrence Report Form, also determine and record possible temporary repair, methods to disconnect, bypass or seal off faulty equipment, and whether or not to isolate area.

The **employee on-duty** will alert the **SBCWD Operators**, who will assess the situation, making any operational changes that are required and placing safety tags as necessary. If this is not an emergency situation, the control operators will write a work order to repair or replace any damages and the event will be concluded. If this is an emergency situation, the SBCWD Operators will do the following:

1. Call 911 if warranted.
2. Notify SBCWD Dispatch.
3. Notify the SCCAO Emergency Official of the situation.
4. Disconnect, bypass, seal off, isolate area or other operation to reduce the danger.
5. Notify the **SBCWD Operations and Maintenance Supervisor**, who will:
 - a. If necessary, implement the Incident Command System and declare the appropriate Response Level based on the following initiating conditions:

Initiating Conditions for Failure of Operating Equipment or Appurtenances

Internal Alert	Response Level I	Response Level II	Response Level III
An operational accident has occurred with the operating equipment or appurtenances and it is undetermined what affect this could have on deliveries or the population at risk.	An operational accident has occurred with the operating equipment or appurtenances that could lead to loss of deliveries or cause potential threat to the downstream population at risk.	A major operational accident has occurred with the operating equipment or appurtenances, the result of which might pose a threat to the structural integrity of San Justo Dam.	The operational accident affecting the operating equipment or appurtenances is a threat to the structural integrity of San Justo Dam and it is likely they will fail.

Note: If downstream releases are possible, imminent, or have occurred as a result of the unusual occurrence, then proceed to Section "II.A Hydrologic Events" of this Hazard Specific Plan.

- b. Notify the San Benito County OES.
- c. Notify the California State OES.
- d. Contact repair crews, if necessary.

C. Flow / Equipment Alarms

The **employee on-duty** who first notices the flow / equipment alarm will immediately alert the **SBCWD Operators** who will verify the alarm. If the flow / equipment alarm is valid, then do the following:

1. Notify SBCWD Dispatch.
2. Notify the **SBCWD Operations and Maintenance Supervisor**, who will:
 - a. Notify the Bureau of Reclamation, Tracy Office Emergency Official.
 - b. If necessary, implement the Incident Command System and declare the appropriate Response Level based on the following initiating conditions.

Initiating Conditions for Flow / Equipment Alarms

Internal Alert	Response Level I	Response Level II	Response Level III
A high rate of flow alarm, valve malfunction alarm, or hydraulic fail alarm is communicated by Verbatim.	The operator verifies the alarms are valid.	The operator is not able to correct the problem, or a mechanic or electrician is required to correct the problem.	Flows are uncontrolled and the valves cannot stop the discharge, or the problem is a threat to the structural integrity of San Justo Dam and failure is imminent.

Note: If downstream releases are possible, imminent, or have occurred as a result of the unusual occurrence, then proceed to Section "II.A Hydrologic Events" of this Hazard Specific Plan.

- c. Notify the San Benito County OES.
- d. Notify the California State OES.
- e. Notify the National Weather Service

D. Demonstrations, Sabotage, Vandalism or Bomb Threat**1. Demonstrations**

If there is a demonstration at the dam, **employees** should:

- a. Show restraint.
- b. Lock all gates and doors.
- c. Notify **SBCWD Operations and Maintenance Supervisor**, either via his or her supervisor or directly, who will:
 - 1) Notify San Benito County Sheriff and FBI at the following numbers:

San Benito County Sheriff	911
FBI	(916) 481-9110
 - 2) Notify SBCWD Dispatch.
 - 3) Provide any further instructions to employees involved.

2. Sabotage or Vandalism

If there is potential for downstream releases caused by an act of sabotage or vandalism on the dams, dikes, or associated facilities, use the following as a guide:

Employee on-duty will notify the **SBCWD Operations and Maintenance Supervisor**, either via his or her supervisor or directly, who will ensure the following tasks are completed:

- a. Immediately conduct a general overall visual inspection of the dam to determine location and extent of damage.
- b. Check area for further sabotage potential and any evidence that might aid in apprehending the saboteur.

- c. Check to see if the saboteur has left the area.
- d. Notify San Benito County Sheriff and FBI at the following numbers:

San Benito County Sheriff	911
FBI	(916) 481-9110
- e. Notify SBCWD Dispatch.
- f. If necessary, implement the Incident Command System and declare the appropriate Response Level based on the following initiating conditions:

Initiating Conditions for Sabotage or Vandalism

Internal Alert	Response Level I	Response Level II	Response Level III
A criminal action, such as sabotage or vandalism, has occurred and it is undetermined what affect this could have on the operation of the dam.	A criminal action, such as sabotage or vandalism, has occurred which affects the operation of the dam.	A criminal action, such as sabotage or vandalism, has occurred and poses a threat to the structural integrity of San Justo Dam.	A criminal action, such as sabotage or vandalism, has occurred, threatening the structural integrity of San Justo Dam, and it is likely that the dam will fail.

Note: If downstream releases are possible, imminent, or have occurred as a result of the unusual occurrence, then proceed to Section "II.A Hydrologic Events" of this Hazard Specific Plan.

3. Bomb Threat

If a bomb threat call is received, use the following checklist during and after the incident and use the **Bomb Threat Report** form (**Figure 4**):

- a. Keep the caller on the line as long as possible. Ask the caller to repeat the message and record every word.
- b. If the caller does not indicate the location of the bomb nor the time of detonation, the person receiving the call should ask the caller to provide this information.
- c. It may be advisable to inform the caller that the building is occupied and the detonation of a bomb would result in death or serious injury to many innocent people.
- d. Pay particular attention for any strange or peculiar background noises such as: motors running, background music (type), and any other noises that might give a remote clue as to the caller's location.
- e. Listen closely to the voice (male or female), voice quality, accent, or speech impediment.
- f. Immediately after the caller hangs up, contact the **SBCWD Operations and Maintenance Supervisor**, who will:
 - 1) Determine the action to be taken.
 - 2) Call 9-1-1 if deemed necessary.
 - 3) Notify SBCWD Dispatch.

- 4) Decide when to give an "all clear" for normal duty to resume.
- g. If a suspicious package is found, **Do not touch**. It should be left for trained personnel to remove or disarm.
- h. If a search is conducted for a bomb, do not use radios or cellular phones to transmit. The radio waves and/or cellular signals could cause detonation of an electric initiator such as a blasting cap.

E. Landslides

Any landslide that could move into the outlet works or spillway area or into the reservoir rapidly displacing large volumes of water would be especially dangerous to the dam. Landslides or potential landslides into the downstream channel which may impound water should also be reported. All landslides should be reported through the SCCAO Emergency Official to the Regional Geologist (MP-221) for the "Landslide Register" and a copy sent to the Regional Facilities Engineering Branch (MP-430).

1. For landslides occurring in the area, do the following:
 - a. Determine the:
 - 1) Size.
 - 2) Possible Cause.
 - 3) Degree of effect on operation.
 - 4) Probability of additional movement of disturbed area or of other slide areas.
 - 5) Development of new slides.
 - 6) Any other facts believed to be pertinent.
 - b. Report findings to **SBCWD Operations and Maintenance Supervisor**, who will notify SBCWD Dispatch and the SCCAO Emergency Official.
2. For landslides occurring in the downstream channel, do the following:
 - a. Determine the:
 - 1) Size (including percent across river channel).
 - 2) Capability of immediately closing outlet works.
 - 3) Other inflows.
 - 4) Location in relationship to the toe of the dam and other appurtenant structures.
 - 5) Availability or need for heavy equipment.
 - b. Report findings to SBCWD Operations and Maintenance Supervisor, who will notify SBCWD Dispatch and the SCCAO Emergency Official.

F. Fires

For all types of fires, the employee who discovers the fire shall:

1. Dial **9-1-1** and report location, extent and type of fire.
2. Report information to **SBCWD Operations and Maintenance Supervisor**, who will:
 - a. Have an SBCWD employee meet the Fire Department and lead them to the fire.
 - b. Notify SBCWD Dispatch.
 - c. Contact the SCCAO Emergency Official.
3. Remain at the site to assist the Fire Department if needed.

G. Fish and Wildlife Losses

SCCAO employees who notice abnormal fish or wildlife losses should relay any pertinent information to the **SBCWD Operations and Maintenance Supervisor**, who will:

1. Notify the California Department of Fish and Game.
2. Notify SBCWD Dispatch.
3. Notify SCCAO Emergency Official.

H. Injury and Property Damage

SBCWD Employees who witness a serious incident requiring medical attention or assistance from law enforcement agencies will **immediately contact 9-1-1**. Employees will then inform their supervisor of the incident.

The supervisor will notify the **SBCWD Operations and Maintenance Supervisor** who will:

1. Notify SBCWD Dispatch.
2. Notify SCCAO Emergency Official.

I. Criminal Actions

SBCWD employees who come across a serious criminal action in progress should **immediately contact 9-1-1**. All criminal actions should be reported to your **supervisor** who will notify the **SBCWD Operations and Maintenance Supervisor** who will:

1. Notify SBCWD Dispatch.
2. Notify SCCAO Emergency Official.

**EMERGENCY ACTION PLAN - EMERGENCY CHECKLISTS
FOR
SAN JUSTO DAM**

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I. EMERGENCY EVENT CHECKLISTS

The following pages contain checklists that are to be used in the following emergency situations:

- A. Hydrologic Events
- B. Seismic Events
- C. Oil and Hazardous Substance Spills
- D. Other Hazards
 - 1. Abnormal Seepage
 - 2. Abnormal Instrumentation Readings
 - 3. Slumping, Cracking, or Settlement
 - 4. Failure of Operating Equipment or Appurtenances
 - 5. Flow/Equipment Alarms
 - 6. Criminal Acts, Sabotage, Vandalism

These checklists have been generated for the various positions within the Incident Command System and should be kept up-to-date and revised as necessary.

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San Justo Dam
EMERGENCY EVENT CHECKLIST

MID-PACIFIC REGIONAL OFFICE (MPRO)

SEISMIC EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the Hydrologic Events Section of the Emergency Action Plan.

	1. Follow the procedures outlined in the "Notification Procedures for Oncall Earthquake Personnel Manual."
	2. Run the QUAKE program and evaluate the earthquake.
	<p>3. If the earthquake is greater than 3.7 in magnitude and the QUAKE program indicates that San Justo Dam and Dike are within a 0.05g radius of the epicenter, then notify the San Benito County Water District Earthquake Contact (will be the Operations and Maintenance Supervisor or the Oncall Supervisor - pager number (831) 638-8566) that appears on the computer generated printout and have them inspect the facilities for any visible signs of damage.</p> <p>Record Earthquake Contact's name and phone number(s):</p> <p>_____</p>

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San Justo Dam
EMERGENCY EVENT CHECKLIST

CENTRAL VALLEY CONTROL CENTER (CVCC)

SEISMIC EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the Seismic Events Section of the Emergency Action Plan.

	1. Follow the procedures outlined in the "Notification Procedures for Oncall Earthquake Personnel Manual."
	2. Run the QUAKE program and evaluate the earthquake.
	<p>3. If the earthquake is greater than 3.7 in magnitude and the QUAKE program indicates that San Justo Dam and Dike are within a 0.05g radius of the epicenter, notify the Mid-Pacific Regional Office (MPRO) On call Earthquake Contact to have them notify the San Benito County Water District Earthquake Contact (will be the Operations and Maintenance Supervisor or the Oncall Supervisor - pager number (831) 638-8566) that appears on the computer generated printout.</p> <p>Record Earthquake Contact's name and phone number(s):</p> <p>_____</p>

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San Justo Dam
EMERGENCY EVENT CHECKLIST

SBCWD OPERATIONS AND MAINTENANCE SUPERVISOR

HYDROLOGIC EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the Hydrologic Events Section of the Emergency Action Plan.

	1. For HIGH RESERVOIR CONDITIONS, instruct Inspections Team Leader to commence inspections of the dam. Record Inspection Team Leader's name and phone number(s): _____
	2. Evaluate the situation and declare the appropriate Response Level based on the initiating conditions (p. HAZ-1) and the findings from the Inspections Team Leader.
	3. Implement the Incident Command System (ICS) and appoint the Incident Commander (IC), if necessary. Record IC's name, office code, and phone number: _____
	4. Notify Data Processing Supervisor at (831) 638-8510, pager) or, after normal operating hours by calling (831) 637-0107.
	5. Complete the incident report.

Note: The SBCWD Operations and Maintenance Supervisor will perform the duties of Incident Commander until such time as the role of Incident Commander is assumed by other Reclamation personnel.

EMERGENCY EVENT/UNUSUAL OCCURRENCE REPORT

For use when reporting emergencies or unusual occurrences **other than** earthquakes, oil and hazardous substance spills, and bomb threats. For any of the three aforementioned emergencies, use the appropriate report form. Because this is a general form, there will be sections that do not pertain to the emergency. Only fill out those sections that are applicable to the emergency.

Date: _____ Time: _____

Location: _____

Brief Description of Event: **(Include caller's name and phone number)** _____

Pertinent Data

Size of Affected Area: _____

Extent of Damage: _____

Affect on Operations: _____

Possible Cause: _____

Rate of Discharge: _____

Appearance of Discharge: _____

Forebay Elevation: _____

Appearance of Forebay: _____

Forebay Rise Rate: _____ Tailbay Rise Rate: _____

Weather Conditions: _____

Injuries/Loss of Life: _____

Witnesses: _____

Other: _____

San Justo Dam
EMERGENCY EVENT CHECKLIST

SBCWD OPERATIONS AND MAINTENANCE SUPERVISOR

SEISMIC EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the Seismic Events Section of the Emergency Action Plan.

1.	<p>Notify the Inspection Team Leader that ground acceleration of 0.05g or greater has been detected at SAN JUSTO Dam and Dike due to an earthquake and to commence inspections of the dam and dike.</p> <p>Record Inspection Team Leader's name and phone number(s):</p> <p>_____</p>
2.	<p>If the report from the Inspection Team Leader indicates any damage, do the following:</p> <p>_____ a. Evaluate the situation and declare the appropriate Response Level based on the initiating conditions (p. HAZ-1).</p> <p>_____ b. Implement the Incident Command System and appoint the Incident Commander (IC).</p> <p>Record Incident Commander's name and phone number(s):</p> <p>_____</p> <p>_____ c. Report back immediately to the Mid-Pacific Regional Office (MPRO) Oncall Earthquake Contact or to the Regional Office (916) 978-5220</p> <p>_____ d. Complete the incident report using the Earthquake Damage Report (on back side of this checklist).</p>
3.	<p>If the report from the Inspection Team Leader indicates no damage, then notify the Regional Office, MP-430 the next business day and give a "no damage" report (916) 978-5220</p>

EARTHQUAKE DAMAGE REPORT

This form will be used by the examiner of the facility and by the Chief, Water O&M Branch, MP-430, when receiving a report of earthquake damage. To make a "no damage" earthquake report call (916) 979-2423. If damage has occurred or an emergency exists, call (916) 988-8114.

Date: _____ Time: _____
Person Reporting Information: _____
Representing: _____
Feature Affected: _____

Description of Earthquake Effects***On Structural Conditions**

Type of Damage (slides, subsidence, etc.): _____
Location: _____
Severity: _____
Movement (direction, magnitude): _____
Deflection or Settlement Readings: _____
Effect on Adjoining Structures: _____
Other: _____

On Hydraulic Conditions

Type of Effect (leakage or stoppage): _____
Location: _____
Size of Affected Areas: _____
Estimated Flow or Change in Flow: _____
Nature of Discharge (incl. sediment): _____
Wave Action Damage: _____
Other: _____

Site Conditions

Water Surface Elevation: _____ Freeboard: _____
Tailwater Elevation: _____
Weather: _____
Other: _____

Action

Changes in Operation: _____
Emergency Repairs: _____
Surveillance: _____
Regional Assistance Needed (examination): _____
Public Information Provided: _____

Note: To facilitate analysis of conditions, a map should be prepared showing the location and extent of all damaged areas such as subsidence areas, seeped areas, springs, and any other pertinent data, including the dates of readings and site conditions at the time of observation. This map should be revised periodically to show changing conditions until they are stabilized.

San Justo Dam
EMERGENCY EVENT CHECKLIST

SBCWD Operations and Maintenance Supervisor

OIL & HAZARDOUS SUBSTANCE SPILLS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the Oil/HAZMAT Events Section of the Emergency Action Plan.

1.	Record spill data on the Oil and Hazardous Spill Report (on back side of this checklist).																														
2.	<p>Based on the initiating conditions for Spills (p. HAZ-2), declare the appropriate response level and implement the Incident Command System.</p> <p>Record Incident Commander's name and phone number(s):</p> <p>_____</p>																														
3.	<p>Make the following notifications:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 5%;">_____ a.</td> <td style="width: 85%;">NRC/EPA</td> <td style="width: 10%;">(800) 424-8802</td> </tr> <tr> <td>_____ b.</td> <td>California Dept. of Fish and Game (spills on water)</td> <td>(800) 852-7550</td> </tr> <tr> <td>_____ c.</td> <td>California Highway Patrol (spills on land)</td> <td>911</td> </tr> <tr> <td>_____ d.</td> <td>San Benito County OES(.....</td> <td>831) 636-4100</td> </tr> <tr> <td>_____ e.</td> <td>California State OES</td> <td>(916) 262-1621</td> </tr> <tr> <td>_____ f.</td> <td>California Dept. of Health Services - Daryl Noel</td> <td>(916) 229-3148</td> </tr> <tr> <td></td> <td></td> <td>(916) 933-7848 (home)</td> </tr> <tr> <td>_____ g.</td> <td>SBCWD Operations and Maintenance Supervisor</td> <td>(831) 637-8218</td> </tr> <tr> <td>_____ h.</td> <td>USBR Tracy Office Emergency Official</td> <td>(209) 836-6201 (primary)</td> </tr> <tr> <td></td> <td></td> <td>(209) 833-2617 (secondary)</td> </tr> </table>	_____ a.	NRC/EPA	(800) 424-8802	_____ b.	California Dept. of Fish and Game (spills on water)	(800) 852-7550	_____ c.	California Highway Patrol (spills on land)	911	_____ d.	San Benito County OES(.....	831) 636-4100	_____ e.	California State OES	(916) 262-1621	_____ f.	California Dept. of Health Services - Daryl Noel	(916) 229-3148			(916) 933-7848 (home)	_____ g.	SBCWD Operations and Maintenance Supervisor	(831) 637-8218	_____ h.	USBR Tracy Office Emergency Official	(209) 836-6201 (primary)			(209) 833-2617 (secondary)
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_____ h.	USBR Tracy Office Emergency Official	(209) 836-6201 (primary)																													
		(209) 833-2617 (secondary)																													
4.	If the clean-up of the spill can not be handled by SBCWD personnel, contact the Bureau of Reclamation, Tracy Office Emergency Official and request assistance.																														

OIL AND HAZARDOUS SPILL REPORT

For use when reporting or receiving reports of discharge of a hazardous substance that could enter into inland waters. Upon occurrence or discovery of a spill, all available information should be reported to the following:

Date: _____ Time: _____

1. Person reporting spill: _____
(Office) _____ (Phone Number) _____

2. Date and time the spill: () was discovered () occurred: _____

3. Location of spill: _____
(Facility) _____ (County) _____

4. Type of spill material and severity: _____

5. Estimated volume: _____

6. Source of spill: _____

7. Cause of the spill: _____

8. Material released to: () air () ground () water () subsurface

9. Weather conditions: _____

10. Responsible polluter: _____

11. Address and telephone number: _____

12. Carrier identification: _____

13. Cleanup actions being taken: _____

14. Possible resources affected by spill: _____

15. Number and type of injuries or fatalities: _____

16. Have evacuations occurred? _____

17. Other agencies notified: _____

18. Additional information and comments: _____

19. Person receiving report: _____
(Phone Number) _____

State Case No.: _____ Issued by: _____
NRC Case No.: _____ Issued by: _____

San Justo Dam
EMERGENCY EVENT CHECKLIST

INCIDENT COMMANDER (IC)

ALL EMERGENCY EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the specific Emergency Events Section of the Emergency Action Plan.

1.	Monitor the situation and update Response Levels as needed based on the initiating conditions (p. HAZ-1 to HAZ-5).																																				
2.	<p>Notify by telephone and FAX the following of Response Level declaration and of any changes in Response Level:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 5%;">_____</td> <td style="width: 85%;">a. Operations & Maintenance Supervisor</td> <td style="width: 10%;">(831) 637-8218</td> </tr> <tr> <td>_____</td> <td>b. San Benito County OES</td> <td>(831) 636-4100</td> </tr> <tr> <td>_____</td> <td>c. San Benito County OES FAX (Figure 5)</td> <td>(831) 636-4104</td> </tr> <tr> <td>_____</td> <td>d. Santa Cruz County OES</td> <td>(831) 471-1190</td> </tr> <tr> <td>_____</td> <td>e. Santa Cruz County OES FAX (Figure 5)</td> <td>(831) 454-2710</td> </tr> <tr> <td>_____</td> <td>f. Monterey County OES</td> <td>(831) 755-5010</td> </tr> <tr> <td>_____</td> <td>g. Monterey County OES FAX (Figure 5)</td> <td>(831) 755-5004</td> </tr> <tr> <td>_____</td> <td>h. California State OES</td> <td>(916) 262-1621</td> </tr> <tr> <td>_____</td> <td>i. National Weather Service</td> <td>(831) 656-1717</td> </tr> <tr> <td>_____</td> <td>j. Tracy Office Emergency Official USBR</td> <td>(209) 836-6201</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;">or, (209) 833-2617</td> </tr> <tr> <td>_____</td> <td>k. Tracy Office FAX</td> <td>(209) 836-6264</td> </tr> </table>	_____	a. Operations & Maintenance Supervisor	(831) 637-8218	_____	b. San Benito County OES	(831) 636-4100	_____	c. San Benito County OES FAX (Figure 5)	(831) 636-4104	_____	d. Santa Cruz County OES	(831) 471-1190	_____	e. Santa Cruz County OES FAX (Figure 5)	(831) 454-2710	_____	f. Monterey County OES	(831) 755-5010	_____	g. Monterey County OES FAX (Figure 5)	(831) 755-5004	_____	h. California State OES	(916) 262-1621	_____	i. National Weather Service	(831) 656-1717	_____	j. Tracy Office Emergency Official USBR	(209) 836-6201			or, (209) 833-2617	_____	k. Tracy Office FAX	(209) 836-6264
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		or, (209) 833-2617																																			
_____	k. Tracy Office FAX	(209) 836-6264																																			
3.	<p>Appoint the following positions, as needed from San Benito County Water District or the Tracy Office USBR, and record names, office codes, and phone numbers of appointed personnel:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 5%;">a.</td> <td style="width: 90%;">Planning/Intelligence Officer _____</td> </tr> <tr> <td>b.</td> <td>Operations Officer _____</td> </tr> <tr> <td>c.</td> <td>Safety Officer _____</td> </tr> <tr> <td>d.</td> <td>Public Information Officer _____</td> </tr> <tr> <td>e.</td> <td>Logistics Officer _____</td> </tr> <tr> <td>f.</td> <td>Finance Officer _____</td> </tr> </table>	a.	Planning/Intelligence Officer _____	b.	Operations Officer _____	c.	Safety Officer _____	d.	Public Information Officer _____	e.	Logistics Officer _____	f.	Finance Officer _____																								
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c.	Safety Officer _____																																				
d.	Public Information Officer _____																																				
e.	Logistics Officer _____																																				
f.	Finance Officer _____																																				
4.	Activate the Emergency Operations Center, if necessary.																																				
5.	Continue to monitor the situation and update the Response Level as needed.																																				
6.	Declare incident over when appropriate.																																				

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San Justo Dam
EMERGENCY EVENT CHECKLIST

PLANNING / INTELLIGENCE OFFICER

ALL EMERGENCY EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the specific Emergency Events Section of the Emergency Action Plan.

1.	Develop an Incident Action Plan covering the next 8 - 24 hours, being sure to address the monitoring of the situation , reporting frequencies, collection of data, evaluation of data, equipment needs, staffing needs, etc.
2.	<p>Appoint the Inspections Team Leader and commence inspections of the dam, dike, and appurtenant structures, as necessary. Or, for a seismic event, coordinate with the Inspections Team Leader.</p> <p>Record Inspection Team Leader's name and phone number(s):</p> <p>_____</p>
3.	<p>Maintain contact with the Incident Commander.</p> <p>Record Incident Commander's name and phone number(s):</p> <p>_____</p>

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San Justo Dam
EMERGENCY EVENT CHECKLIST

OPERATIONS OFFICER

ALL EMERGENCY EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the specific Emergency Events Section of the Emergency Action Plan.

	<p>1. Appoint the Maintenance Crews Team Leader and assign tasks as necessary.</p> <p>Record Maintenance Crews Team Leader's name and phone number(s):</p> <p>_____</p>
	<p>2. Appoint the Facility Operations Team Leader and assign tasks as necessary.</p> <p>Record Facility Operations Team Leader's name and phone number(s):</p> <p>_____</p>
	<p>3. Maintain contact with the Incident Commander.</p> <p>Record Incident Commander's name and phone number(s):</p> <p>_____</p>

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San Justo Dam
EMERGENCY EVENT CHECKLIST

INSPECTIONS TEAM LEADER

NON-FLOOD RELATED HYDROLOGIC EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the specific Emergency Events Section of the Emergency Action Plan.

	1. Evaluate the situation and begin inspections of the embankment dam and dike as per the following inspection checklists.
	2. Report back to the Planning/Intelligence Officer with findings. Record Planning/Intelligence Officer's name and phone number(s): _____

SEISMIC EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the specific Emergency Events Section of the Emergency Action Plan.

	1. Evaluate the situation and begin inspections of the embankment dam, dike, and other appurtenant structures as per the following inspection checklists.
	2. Report back to the Tracy Office Emergency Official (EO) with findings . . . (209) 836-6201 (primary) (209) 833-2617 (secondary)
	3. Perform a follow-up inspection of the embankment dam and dike two weeks after the seismic event.

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INSPECTION CHECKLIST

SAN JUSTO Dam

Date: _____ Time: _____ Res. El: _____ Inspector: _____

CRESTSurface Cracking
Surface Settlement
Sloughing
Alignment**RESERVOIR**Whirlpools
Air Bubbles**UPSTREAM FACE**Displacement of Riprap
Sink holes
Slumping
Cracking
Arc-Shaped Cracks (Scarp)
Bulging**ABUTMENTS**Sink holes
Slumping
Cracking
Arc-Shaped Cracks (Scarp)
Bulging**ABUTMENT CONTACTS****DOWNSTREAM FACE****Special Concerns:****Notes:**

INSPECTION CHECKLIST

Dike

Date: _____ Time: _____ Res. El: _____ Inspector: _____

CREST

Surface Cracking _____

Surface Settlement _____

Sloughing _____

Alignment _____

RESERVOIR

Whirlpools _____

Air Bubbles _____

UPSTREAM FACE

Displacement of Riprap _____

Sink holes _____

Slumping _____

Cracking _____

Arc-Shaped Cracks (Scarp) _____

Bulging _____

ABUTMENTS

Sink holes _____

Slumping _____

Cracking _____

Arc-Shaped Cracks (Scarp) _____

Bulging _____

ABUTMENT CONTACTS _____**DOWNSTREAM FACE** _____**Special Concerns:** _____

Notes: _____

San Justo Dam
EMERGENCY EVENT CHECKLIST

PUBLIC INFORMATION OFFICER (PIO)

ALL EMERGENCY EVENTS

✓ Please check off tasks as they are completed. More detailed information about these tasks is located in the specific Emergency Events Section of the Emergency Action Plan.

	1. Identify Public Information Officer activities.
	2. Establish Incident Information Center as required.
	3. Report to the Joint Information Center as required.
	4. Prepare Press Briefing
	5. Collect and assemble incident information.
	6. Provide liaison between media and incident personnel.
	7. Respond to special requests for information.
	8. Maintain and complete an incident report on the Emergency Event/Unusual Occurrence Report (on back side of this checklist).

EMERGENCY EVENT/UNUSUAL OCCURRENCE REPORT

For use when reporting emergencies or unusual occurrences **other than** earthquakes, oil and hazardous substance spills, and bomb threats. For any of the three aforementioned emergencies, use the appropriate report form. Because this is a general form, there will be sections that do not pertain to the emergency. Only fill out those sections that are applicable to the emergency.

Date: _____ Time: _____

Location: _____

Brief Description of Event: **(Include caller's name and phone number)** _____

Pertinent Data

Size of Affected Area: _____

Extent of Damage: _____

Affect on Operations: _____

Possible Cause: _____

Rate of Discharge: _____

Appearance of Discharge: _____

Forebay Elevation: _____

Appearance of Forebay: _____

Forebay Rise Rate: _____ Tailbay Rise Rate: _____

Weather Conditions: _____

Injuries/Loss of Life: _____

Witnesses: _____

Other: _____

**SAN JUSTO DAM EMERGENCY ACTION PLAN - COMMUNICATIONS DIRECTORY
SOUTH CENTRAL CALIFORNIA AREA OFFICE****TABLE OF CONTENTS**

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SAN JUSTO DAM PERSONNEL

San Benito County Water District (Area code 831 unless otherwise noted)

<u>Title</u>	<u>Name</u>	<u>Cell</u>	<u>Home Phone</u>
District Manager/Engineer	Jeff Cattaneo	831-630-3972	831-634-1570
Deputy District Engineer	Dale Rosskamp	831-902-7303	831-635-0519
Operations and Maintenance Supervisor	Dave Meraz	831-524-3337	661-810-2217
Information/Systems Controls Supervisor	Jeff Ray	831-902-7300	831-637-0107
Electronic Technician	David Dungan	831-902-7306	831-636-3633
Manager of Administration & Finance	Sara Singleton		831-637-8567
Accountant	Natalie Sullivan		831-636-5388
Water Office Supervisor	Barbara Mirrione		
Water Programmer II	Anne Stull		
Office Specialist II	Kathy Hill		
Office Specialist II	Barbara Mauro		
Office Specialist II - Accounting	Monica Sanders		
Water Conservation Program Specialist	Shawn Novack		
Maintenance I	Leo Vasquez		
Engineer Technician	Ernesto Jimenez		
Human Resources/Administrative Analyst	Robin Call		
Water Distribution Maintenance II	Bill Caporgno	831-902-7293	831-524-6675
Water Resources Technician I	Michael Craig	831-902-7304	831-637-6682
Water Distribution Maintenance II	Greig Bryan		
Water Distribution Maintenance II	Bazilio Hernandez	831-902-7288	831-637-6319
Water Distribution Maintenance II	Mike Razo	831-902-0488	831-638-1771
Water Programmer I	Diane Wilks		
On-Call Supervisor		831-902-7583	
On-Call Personnel		831-902-7584	

San Benito County

	<u>Office</u>
Sheriff's Department	9-1-1
Office of Emergency Services	9-1-1
Fire Department	9-1-1
Environmental Health	831-636-4035
Health Department	831-637-5367

State of California

	<u>Office</u>
CA Department of Forestry - Hollister	831-637-4475
CA Department of Forestry - Dispatch	831-647-6223
Central Coast Water Quality Control Board	805-549-3147
Department of Health	831-655-6939
Department of Fish & Game	831-649-2870
Department of Fish & Game-24 hour number	831-649-2801
CA Highway Patrol - Gilroy Office	408-848-2324

Federal

	<u>Office</u>
Federal Bureau of Investigation-San Francisco	415-553-7400
Environmental Protection Agency	916-445-3846
National Weather Service - 24 hour number	831-656-1717
U.S. Fish & Wildlife Service - Ventura	805-644-1766
Bureau of Land Management - Hollister	831-630-5000

SAN JUSTO DAM
Central Valley Project, California
38° 43' - 120° 34'

A. OPERATING AGENCY

San Benito County Water District

Normal Communications:

Phone: SBCWD Office 831-637-8218

Emergency Backup Communications:

Dale Rosskamp 831-902-7303 831-635-0519

Information/Systems Control Supervisor

Jeff Ray 831-902-7300 831-637-0107

District Manager/ Engineer

Jeff Cattaneo 831-630-3972 831-634-1570

On-call Personnel

831-902-7584

Radio: WNAF 417 156.120 MHZ

B. DAM OPERATOR

Normal Communications

Phone: SBCWD Office 831-637-8218

Emergency Backup Communications

On-call Suervisor 831-902-7583

C. Route to Damsite

From Hollister, California, proceed 3.4 miles West on State Highway 156, turn left on Union Road and proceed approximately 1.6 miles to the Dam Access Road. Turn right approximately 0.5 miles to the dam.

D. Nearest Reclamation Supervisory Office Having Jurisdiction

Normal Reclamation Communications

Tracy Office

Robert Edwards, Chief, Engineering O & M Division
16650 Kelso Road

Byron, CA 94514-1909 phone:209-836-6201 f: 209-836-6264

Emergency Communications

Elizabeth Partridge home: 209-526-1471

Warren Feng home: 510-651-5210

Joseph Pennino home: 925-432-4433

Robert Edwards home: 916-683-3005

Central Valley Control Center 916-979-3004

E. Nearest Law Enforcement Office

San Benito County Sheriff 9-1-1

SAN JUSTO DAM PERSONNEL

San Benito County Water District (Area code 831 unless otherwise noted)

<u>Title</u>	<u>Name</u>	<u>Cell</u>	<u>Home Phone</u>
District Manager/Engineer	Jeff Cattaneo	831-630-3972	831-634-1570
Deputy District Engineer	Dale Rosskamp	831-902-7303	831-635-0519
Operations and Maintenance Supervisor	Dave Meraz	831-524-3337	661-810-2217
Information/Systems Controls Supervisor	Jeff Ray	831-902-7300	831-637-0107
Electronic Technician	David Dungan	831-902-7306	831-636-3633
Manager of Administration & Finance	Sara Singleton		831-637-8567
Accountant	Natalie Sullivan		831-636-5388
Water Office Supervisor	Barbara Mirrione		
Water Programmer II	Anne Stull		
Office Specialist II	Kathy Hill		
Office Specialist II	Barbara Mauro		
Office Specialist II - Accounting	Monica Sanders		
Water Conservation Program Specialist	Shawn Novack		
Maintenance I	Leo Vasquez		
Engineer Technician	Ernesto Jimenez		
Human Resources/Administrative Analyst	Robin Call		
Water Distribution Maintenance II	Bill Caporgno	831-902-7293	831-524-6675
Water Resources Technician I	Michael Craig	831-902-7304	831-637-6682
Water Distribution Maintenance II	Greig Bryan		
Water Distribution Maintenance II	Bazilio Hernandez	831-902-7288	831-637-6319
Water Distribution Maintenance II	Mike Razo	831-902-0488	831-638-1771
Water Programmer I	Diane Wilks		
On-Call Supervisor		831-902-7583	
On-Call Personnel		831-902-7584	

San Benito County

	<u>Office</u>
Sheriff's Department	9-1-1
Office of Emergency Services	9-1-1
Fire Department	9-1-1
Environmental Health	831-636-4035
Health Department	831-637-5367

State of California

	<u>Office</u>
CA Department of Forestry - Hollister	831-637-4475
CA Department of Forestry - Dispatch	831-647-6223
Central Coast Water Quality Control Board	805-549-3147
Department of Health	831-655-6939
Department of Fish & Game	831-649-2870
Department of Fish & Game-24 hour number	831-649-2801
CA Highway Patrol - Gilroy Office	408-848-2324

Federal

	<u>Office</u>
Federal Bureau of Investigation-San Francisco	415-553-7400
Environmental Protection Agency	916-445-3846
National Weather Service - 24 hour number	831-656-1717
U.S. Fish & Wildlife Service - Ventura	805-644-1766
Bureau of Land Management - Hollister	831-630-5000

SAN JUSTO DAM
Central Valley Project, California
38° 43' - 120° 34'

A. OPERATING AGENCY
 San Benito County Water District

Normal Communications:

Phone: SBCWD Office (831) 637-8218

O+M Manager Dave Mera2
Cell - 661-810-2217

Emergency Backup Communications:

Deputy District Engineer

Dave Ross ~~Vacant~~ *Kamy*

Pager/Cell No.: *831-524-5309* Home Phone: (831) ~~634-1570~~ *635-0519*

Information/Control Systems Supervisor

Jeff Ray

Pager/Cell No.: (831) 638-8510

Home Phone: (831) 637-0107

District Manager/Engineer

John S. Gregg
Jeff Cattaneo

Pager/Cell No.: *630-3972*
~~(831) 638-5454~~

Home Phone: (831) ~~637-8983~~ *634-1570*

On-call Personnel

Pager/Cell No.: (831) 638-8566

Radio: WNAF 417 156.120 MHZ

B. DAM OPERATOR

Normal Communications:

Phone: SBCWD Office (831) 637-8218

Emergency Backup Communications:

On-Call Supervisor, ~~Pager No.:~~ (831) ~~638-8511~~

C. ROUTE TO DAMSITE

From Hollister, California, proceed 3.4 miles west on State Highway 156, turn left on Union Road and proceed approximately 1.6 miles to the Dam Access Road. Turn right approximately 0.5 miles to the dam.

D. NEAREST RECLAMATION SUPERVISORY OFFICE HAVING JURISDICTION

Normal Reclamation Communications

Tracy Office

Robert Edwards, Chief, Engineering O&M Division

16650 Kelso Road

Byron, CA 94514-1909

Phone: Office (209) 836-6201 Ext. 0

FAX (209) 836-6264

Emergency Communications

Elizabeth Partridge (209) 526-1471 (Home)

Warren Feng (510) 651-5210 (Home)

Joseph Pennino (925) 432-4433 (Home)

Robert Edwards (916) 683-3005 (Home)

Central Valley Control Center (916) 979-3004

E. NEAREST LAW ENFORCEMENT OFFICE

SAN BENITO COUNTY Sheriff

Phone: - (use 911 for emergencies)

SAN JUSTO DAM
Central Valley Project, California
38° 43' - 120° 34'

A. OPERATING AGENCY

San Benito County Water District

Normal Communications:

Phone: SBCWD Office (831) 637-8218

Emergency Backup Communications:

Deputy District Engineer

Vacant

Pager/Cell No.:

Home Phone: (831) 634-1570

Information/Control Systems Supervisor

Jeff Ray

Pager/Cell No.: (831) 638-8510

Home Phone: (831) 637-0107

District Manager/Engineer

John S. Gregg

Pager/Cell No.: (831) 638-5454

Home Phone: (831) 637-8983

On-call Personnel

Pager/Cell No.: (831) 638-8566

Radio: WNAF 417 156.120 MHZ

B. DAM OPERATOR

Normal Communications:

Phone: SBCWD Office (831) 637-8218

Emergency Backup Communications:

On-Call Supervisor, Pager No.: (831) 638-8511

C. ROUTE TO DAMSITE

From Hollister, California, proceed 3.4 miles west on State Highway 156, turn left on Union Road and proceed approximately 1.6 miles to the Dam Access Road. Turn right approximately 0.5 miles to the dam.

D. NEAREST RECLAMATION SUPERVISORY OFFICE HAVING JURISDICTION

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Robert Edwards, Chief, Engineering O&M Division

16650 Kelso Road

Byron, CA 94514-1909

Phone: Office (209) 836-6201 Ext. 0

FAX (209) 836-6264

Emergency Communications

Elizabeth Partridge (209) 526-1471 (Home)

Warren Feng (510) 651-5210 (Home)

Joseph Pennino (925) 432-4433 (Home)

Robert Edwards (916) 683-3005 (Home)

Central Valley Control Center (916) 979-3004

E. NEAREST LAW ENFORCEMENT OFFICE

SAN BENITO COUNTY Sheriff

Phone: - (use 911 for emergencies)

SAN JUSTO DAM PERSONNEL**SAN BENITO COUNTY WATER DISTRICT** (Area code 831 unless otherwise noted)

<u>Title</u>	<u>Name</u>	<u>Home Nb</u>	<u>Cell Nb</u>	<u>Pager Nb</u>
District Manager/Engineer	John S. Gregg	637-8983	831-801-4244	
Deputy District Engineer	Vacant			
Operation and Maintenance Supervisor	Dave Meraz		661-810-2217	
Information/Controls Systems Supervisor	Jeff Ray	637-0107	831-801-8783	
Electrical Technician	David Dungan	636-3633		
Administrative Services Officer	Shelley Giancola	636-8560	831-902-7709	
Accountant	Natalie Sullivan	636-5388		
Office Specialist II	Kathy Hill			
Office Specialist II	Barbara Mauro			
Office Specialist I	Monica Sanders			
Water Conservation Specialist	Shawn Novack			
Water Conservation Assistant	Leo Vasquez			
Irrigation Engineer	Mica Nitschke			
Water Resources Technician	Casey Meusel			
Groundwater Technician	Vacant			
Water Distribution/Maintenance III	Bill Caporgno	637-3803		
Water Distribution/Maintenance I	Micheal Craig	637-6682		
Maintenance III	Greig Bryan	389-4549		
Maintenance II	Bazilio Hernandez	637-6319		
Maintenance I	Mike Razo		831-801-6771	
Water Office Supervisor	Barbara Mirrione			
Water Programmer II	Anne Stull			
ON-CALL SUPERVISOR				831-638-8511
-CALL PERSONNEL				831-638-8566

SAN BENITO COUNTY

SAN BENITO COUNTY Sheriff's Department	911
Office of Emergency Services	911
Fire Department	911
Environmental Health	636-4035
Health Department	637-5367

STATE OF CALIFORNIA

California Department of Forestry - Hollister	637-4475
California Department of Forestry - Dispatch	647-6223
Central Coast Water Quality Control Board	805-549-3147
Department of Health	655-6939
Department of Fish and Game	649-2870
Department of Fish and Game - 24-hour number	649-2801
California Highway Patrol - Gilroy Office	408-848-2324

FEDERAL

Federal Bureau of Investigation - San Francisco	415-553-7400
Environmental Protection Agency	916-445-3846
National Weather Service - 24 hour number	656-1717
U.S. Fish and Wildlife Service - Ventura	805-644-1766
Bureau of Land Management - Hollister	630-5000

SOUTH CENTRAL CALIFORNIA AREA OFFICE
Tracy Office

A. NORMAL COMMUNICATIONS

Tracy Office
Robert Edwards, Chief, Engineering O&M Division
16650 Kelso Road
Byron, CA 94514-1909
Phone: Office (209) 836-6201
FAX (209) 836-6264

B. EMERGENCY COMMUNICATIONS

Elizabeth Partridge	209-526-1471 (Home)
Warren Feng	510-651-5210 (Home)
Joseph Pennino	925-432-4433 (Home)
Robert Edwards	916-683-3005 (Home)
Central Valley Control Center (24 hours)	916- 979-3004

MID-PACIFIC REGIONAL OFFICE2800 Cottage Way
Sacramento, CA 95825

(all numbers are within the 916 area code, unless otherwise noted)

Individual	Title	Work Phone	Home Phone
Kirk Rodgers	Regional Director	978-5000	624-2874
John Davis	Deputy Regional Director	978-5013	786-7155
Frank Michny	Assistant Regional Director, Technical Services	978-5012	633-4538
Katherine Thompson	Assistant Regional Director, Support Services	978-5011	933-3181
Ron Milligan	Operations Manager	979-2180	663-2912
Richard J. Woodley	Regional Resources Manager	978-5201	685-9558
Richard Kristof	Chief, Facilities Engineering Branch	978-5220	422-7183
Monte Bowman	Regional Safety Officer	978-5576	225-5307
Roger Pitts	Regional Security Officer	978-5577	543-3167
Anna Sandoval-Ryan	Regional Law Enforcement Officer	978-5600	489-4427
Central Valley Control Center (CVCC)		(24-hours) (916) 979-3004	
REO Cellular Phone "A"			996-6575
REO Cellular Phone "B"			996-4144

Note: The Central Valley Control Center will contact the Regional Emergency Official (REO) on-duty who will coordinate response to the emergency and contact appropriate officials at the Denver Office and in the Commissioner's Office via the TSC Duty Officer.

IF the CVCC Controllers cannot be reached, Contact the REOs using the cellular phone numbers listed above.

MID-PACIFIC REGIONAL OFFICE

2800 Cottage Way
Sacramento, CA 95825

(all numbers are within the 916 area code, unless otherwise noted)

Individual	Title	Work Phone	Home Phone
Kirk Rodgers	Regional Director	978-5000	624-2874
John Davis	Deputy Regional Director	978-5013	786-7155
Frank Michny	Assistant Regional Director, Technical Services	978-5012	633-4538
Katherine Thompson	Assistant Regional Director, Support Services	978-5011	933-3181
Ron Milligan	Operations Manager	979-2180	663-2912
Richard J. Woodley	Regional Resources Manager	978-5201	685-9558
Richard Kristof	Chief, Facilities Engineering Branch	978-5220	422-7183
Monte Bowman	Regional Safety Officer	978-5576	225-5307
Roger Pitts	Regional Security Officer	978-5577	543-3167
Anna Sandoval-Ryan	Regional Law Enforcement Officer	978-5600	489-4427
Central Valley Control Center (CVCC)		(24-hours) (916) 979-3004	
REO Cellular Phone "A"			996-6575
REO Cellular Phone "B"			996-4144

Note: The Central Valley Control Center will contact the Regional Emergency Official (REO) on-duty who will coordinate response to the emergency and contact appropriate officials at the Denver Office and in the Commissioner's Office via the TSC Duty Officer.

IF the CVCC Controllers cannot be reached, Contact the REOs using the cellular phone numbers listed above.

CENTRAL VALLEY CONTROL CENTER (CVCC)

3310 El Camino Avenue

Sacramento, CA 95825

(all numbers are within the 916 area code, unless otherwise noted)

Authorized Supervisors

Mike McKay	Team Leader, Hydro System Controller
Tom Ashley	Hydro System Controller
Paul Beitz	Hydro System Controller
Jack Bell	Hydro System Controller
Carl Blackburn	Hydro System Controller
Danny Corn	Hydro System Controller
Corey Danson	Hydro System Controller
Betty Ingram	Relief, Hydro System Controller
Richard Surber	Hydro System Controller
Ken Wakelee	Hydro System Controller
Terry Wilks	Hydro System Controller
Bruce Wright	Relief, Hydro System Controller
Control Center	979-3002, 979-3003, 979-3004, 979-3007
Controller Supervisor	979-3005
Fax Machine	979-3080

Note: The System Controller in CVCC will contact the Regional Emergency Official (REO) on-duty who will coordinate responses to the emergency and contact the appropriate officials.

CENTRAL VALLEY OPERATIONS OFFICE (CVO)*CVO-400: Water Operations Division*

3310 El Camino Avenue

Sacramento, CA 95825

A team member of the Central Valley Operations Office, Water Operations Division is oncall 24 hours a day, 7 days a week. To reach this party, contact the Central Valley Control Center at: **(916) 979-3004**.

RECLAMATION'S DUTY OFFICER

Reclamation's Duty Officer may be contacted by following this procedure:

1. Call the **Primary Duty Officer** at the following cellular phone number: **(303) 748-7220**. Be prepared to provide the following information:
 - a. Name and title of person making the report.
 - b. Time and date of incident.
 - c. Type of incident and brief description of what happened.
 - d. Location of incident, including project name, if appropriate.
 - e. Current status of incident and what agencies/organizations have been notified/involved.
 - f. Person and means of contact for additional information/status reports.
2. If the Duty Officer does not answer immediately, leave a detailed message by following the instructions provided by the phone's message system. Include a name and phone number where you can be reached.
3. If the Duty Officer does not return the call, or if a response is required in less than 15 minutes, call the **backup Duty Officer** at **(303) 748-7221**.
4. If the backup Duty Officer does not answer, leave another message. The Duty Officer and/or the backup may not be in a position to respond immediately, but one of them should return the call within 15 minutes.
5. If repeated efforts to contact the Primary and Backup Duty Officers are unsuccessful, notify both of the following, in order:
 - a. Commissioner's Office:
Jack Brynda (202) 513-0677 (Work)
(202) 264-9090 (Home)
(202) 302-7608 (Cell)

* If Jack Brynda is unable to be reached, contact either Larry Todd at (202) 210-7588 or Jack Garner at (303) 517-9107 directly.
 - b. DOI Watch Office: (202) 208-4108 or toll free (877) 246-1373 (24/7)

**SAN JUSTO DAM
EMERGENCY ACTION PLAN**

FIGURES

Figure 1 Emergency Event/Unusual Occurrence Report

Figure 2 Earthquake Damage Report

Figure 3 Oil and Hazardous Spill Report

Figure 4 Bomb Threat Report (Threatening Telephone Call Report)

Figure 5 Emergency Event FAX Sheet

Figure 6 Inundation Map

EMERGENCY EVENT/UNUSUAL OCCURRENCE REPORT

For use when reporting emergencies or unusual occurrences **other than** earthquakes, oil and hazardous substance spills, and bomb threats. For any of the three aforementioned emergencies, use the appropriate report form. Because this is a general form, there will be sections that do not pertain to the emergency. Only fill out those sections that are applicable to the emergency.

Date: _____ Time: _____

Location: _____

Brief Description of Event: **(Include caller's name and phone number)** _____

Pertinent Data

Size of Affected Area: _____

Extent of Damage: _____

Affect on Operations: _____

Possible Cause: _____

Rate of Discharge: _____

Appearance of Discharge: _____

Forebay Elevation: _____

Appearance of Forebay: _____

Forebay Rise Rate: _____ Tailbay Rise Rate: _____

Weather Conditions: _____

Injuries/Loss of Life: _____

Witnesses: _____

Other: _____

FIGURE 1

EARTHQUAKE DAMAGE REPORT

This form will be used by the examiner of the facility and by the Chief, Water O&M Branch, MP-430, when receiving a report of earthquake damage. To make a "no damage" earthquake report call (916) 979-2423. If damage has occurred or an emergency exists, call (916) 988-8114.

Date: _____ Time: _____

Person Reporting Information: _____

Representing: _____

Feature Affected: _____

Description of Earthquake Effects*

On Structural Conditions

Type of Damage (slides, subsidence, etc.): _____

Location: _____

Severity: _____

Movement (direction, magnitude): _____

Deflection or Settlement Readings: _____

Effect on Adjoining Structures: _____

Other: _____

On Hydraulic Conditions

Type of Effect (leakage or stoppage): _____

Location: _____

Size of Affected Areas: _____

Estimated Flow or Change in Flow: _____

Nature of Discharge (incl. sediment): _____

OIL AND HAZARDOUS SPILL REPORT

For use when reporting or receiving reports of discharge of a hazardous substance that could enter into inland waters. Upon occurrence or discovery of a spill, all available information should be reported to the following:

California Office of Emergency Services, Nevada Division of Emergency
Management, or Oregon Department of Environmental Quality
California Department of Fish and Game (for spills on water)
California (or Nevada) Highway Patrol (for spills on land)
Mid-Pacific Regional Office
County Office of Emergency Services or Local Fire Department
National Response Center (NRC)/U.S. Environmental Protection Agency (EPA)

Date: _____ Time: _____

1. Person reporting spill: _____
(Office) (Phone Number)
2. Date and time the spill: () was discovered () occurred: _____
3. Location of spill: _____
(Facility) (County)
4. Type of spill material and severity: _____
5. Estimated volume: _____
6. Source of spill: _____
7. Cause of the spill: _____
8. Material released to: () air () ground () water () subsurface
9. Weather conditions: _____
10. Responsible polluter: _____
11. Address and telephone number: _____
12. Carrier identification: _____
13. Cleanup actions being taken: _____

BOMB THREAT

Place this card under your telephone

QUESTIONS TO ASK:

1. When is bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____

EXACT WORDING OF THE THREAT:

Sex of Caller: M or F Race: _____

Age: _____ Length of call: _____

Number at which call is received: _____

Time: _____ Date: ____/____/____

CALLER'S VOICE:

_____ Calm	_____ Nasal
_____ Angry	_____ Stutter
_____ Excited	_____ Lisp
_____ Slow	_____ Raspy
_____ Rapid	_____ Deep
_____ Soft	_____ Ragged
_____ Loud	_____ Clearing throat
_____ Laughter	_____ Deep breathing
_____ Crying	_____ Cracking voice
_____ Normal	_____ Disguised
_____ Distinct	_____ Accent
_____ Slurred	_____ Familiar

If voice is familiar, who did it sound like?

BACKGROUND SOUNDS:

_____ Street noises	_____ Factory
_____ Motor	_____ machinery
_____ Crockery	_____ Animal noises
_____ Voices	_____ Clear
_____ PA System	_____ Static
_____ Music	_____ Local
_____ House noises	_____ Long distance
_____ Cellular	Other _____
_____ Office	_____
_____ Machinery	_____

THREAT LANGUAGE:

_____ Well spoken	_____ Incoherent
_____ (educated)	_____ Taped
_____ Foul	_____ Message read by
_____ Irrational	_____ threat maker

REMARKS: _____

Report call immediately to:

 Phone number _____

Date: ____/____/____

Name: _____

Position: _____

Phone number: _____

EMERGENCY EVENT REPORT

FAX to: **San Benito County Office of Emergency Services 831-636-4104**
Santa Cruz County Office of Emergency Services 831-454-2710
Monterey County Office of Emergency Services 831-755-5004
Tracy Office - USBR 209-836-6264
immediately following phone call notification.

Date: _____

Time: _____

Location: ☐ San Justo Dam ☐ San Justo Dike ☐ Hollister Conduit ☐ Other

Caller's Name and Title: _____ Phone Number: _____

Brief Description of Event: _____

Location of Affected Area: _____

Extent of Damage: _____

Affect on Operations: _____

Rate of Discharge: _____

Weather Conditions: _____

Injuries/Loss of Life: _____

Witnesses: _____

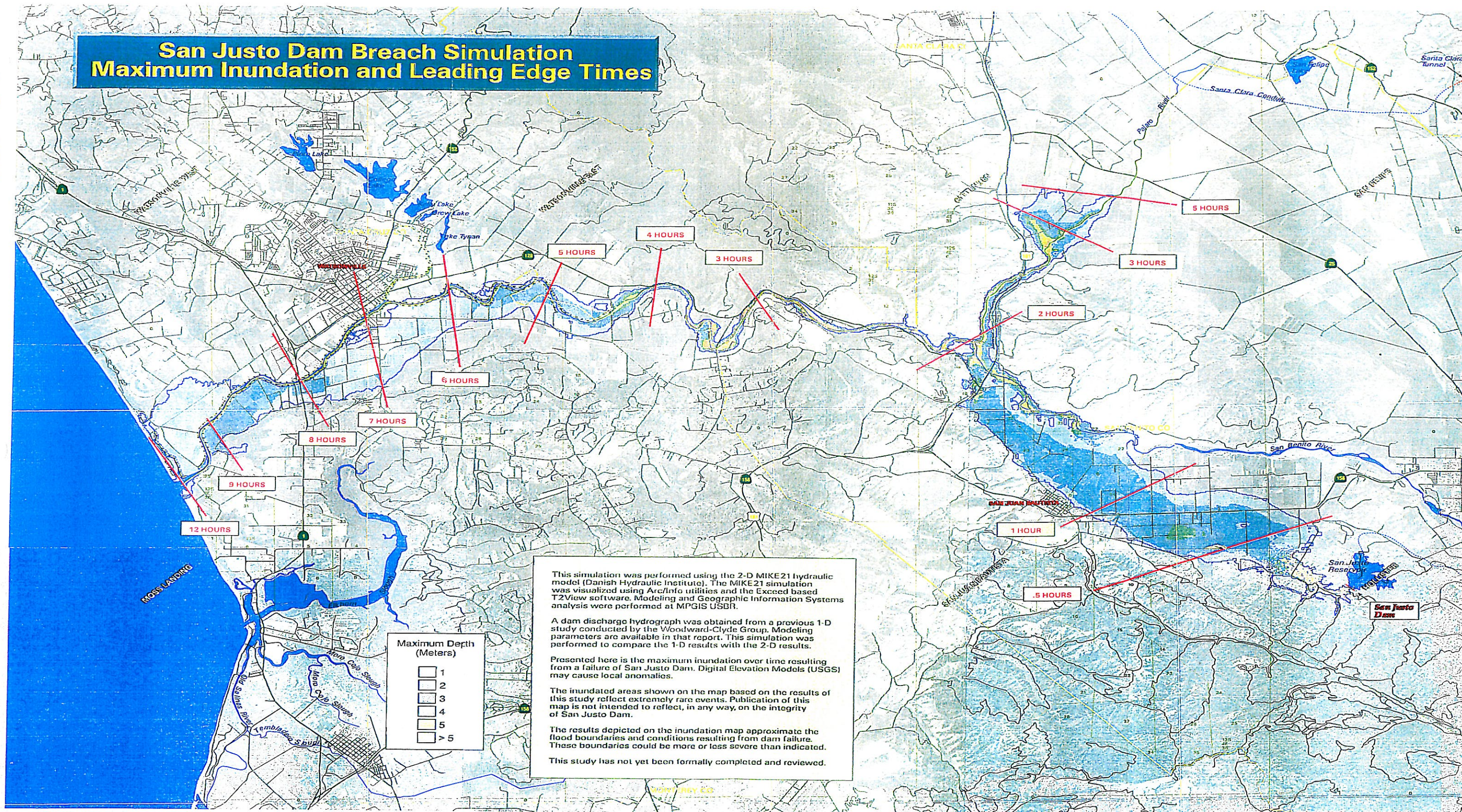
DECLARATION OF RESPONSE LEVEL

- ☐ **Response Level I** - Response Level I does not pose a risk at the dam, or to downstream populations at risk at the time of the observation.
- ☐ **Response Level II** - Response Level II means that the dam is currently stable, but may become unstable, or a hazardous event has progressed to a point that the populations at risk may be affected.
- ☐ **Response Level III** - Response Level III means that failure of the dam is imminent, or has failed, or a hazardous event will affect populations at risk.

FIGURE 6 - SAN JUSTO Dam Inundation Maps

FIGURE 6 - SAN JUSTO Dam Inundation Maps

San Justo Dam Breach Simulation Maximum Inundation and Leading Edge Times



- Highways
- 7.5 Min. Quads
- Roads
- Base Hydrography
- County Boundaries
- Levees

Time Time to Leading Edge

Projection UTM-Zone 10
May, 1999

